DOCUMENT RESUME

ED 109 411	95	CE 004 246

AUTHOR	Beavers, Irene; And Others
TITLE	Identification of Tasks in Home Economics Related Occupations: Institutional and Household Maintenance.
INSTITUTION	Iowa State Dept. of Public Instruction, Des Moines. Div. of Career Education.; Iowa State Univ. of Science and Technology, Ames. Dept. of Home Economics Education.; University of Northern Iowa, Cedar Falls. Dept. of Home Economics Education.
SPONS AGENCY	Office of Education (DHEW), Washington, D.C.
PUB DATE	74
NOTE	176p.; For related documents, see CE 004 243-245
EDRS PRICE	MF-$0.76 HC-$9.51 PLUS POSTAGE
DESCRIPTORS	Cluster Analysis; Cluster Grouping; Homemaking Skills; *Maids; Matrices; Occupational Home Economics; *Occupational Information; Service Occupations; Statistical Data; *Statistical Studies; Statistical Surveys; *Tables (Data); *Task Analysis; Task Performance

ABSTRACT

The study of task identification in institutional and household maintenance presents statistical correlations of task frequencies obtained by questionnaire in 10 task clusters for the occupations of executive housekeeper, supervising housekeeper, housekeeping director, custodian, homemaker/home health aide, hotel/motel housekeeping aide, nursing home housekeeping aide, hospital housekeeping aide, and residential maid. One-way matrices present, for each occupation, task clusters and tasks within each cluster arranged vertically in descending order of overall mean frequency of performance. Two-way matrices correlate task information for all nine occupations, with occupations arranged horizontally and task clusters and individual tasks within each cluster arranged vertically in descending order of commonality of performance as indicated by overall mean frequency scores. A two-page bibliography is included together with five appendixes, which provide a list of resource personnel, a task checklist and instruction sheet, personal descriptive data of employees in the nine occupations, mean frequency tables for task clusters by individual occupations, and alternate job titles by occupations. (JR)

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Identification of Tasks in Home Economics Related Occupations

INSTITUTIONAL AND HOUSEHOLD MAINTENANCE

CARE/DEVELOPMENT OF CHILDREN

FAMILY AND COMMUNITY SERVICES

CLOTHING, APPAREL, AND TEXTILE SERVICES

FOOD SERVICE

INTERIOR DESIGN AND FURNISHINGS

CE 004396

Developed by the Departments of Home Economics Education
at Iowa State University and University of Northern Iowa
in cooperation with the Iowa Department of Public Instruction

ED109411

IDENTIFICATION OF TASKS IN HOME ECONOMICS RELATED OCCUPATIONS

Institutional and Household Maintenance

Developed by the Departments of Home Economics
Education at Iowa State University and University
of Northern Iowa in cooperation with the Iowa
Department of Public Instruction under research
projects funded by Part C, P.L. 90-576

1974

F 8934

State of Iowa
DEPARTMENT OF PUBLIC INSTRUCTION
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FOREWORD

This publication is one of a series of six publications designed to provide data pertaining to the performance of tasks in specific gainful occupations related to home economics. These data may be used in developing appropriate objectives and curricular content for the preparation of individuals to enter the specific occupations studied.

The six subject areas of home economics for related occupations investigated are a modification of the consumer homemaking cluster, which is one of the fifteen United States Office of Education clusters. They include institutional and household maintenance services, child care and development, housing and interior design, food service, family and community services, and clothing and apparel services.

Each of the six publications provides for its respective field a listing of major job categories within the field and the functions and tasks required for the job arranged according to clusters of similar tasks.

These publications are available from the State Director, Career Education Division, Department of Public Instruction, Grimes State Office Building, Des Moines, Iowa, 50319.

ACKNOWLEDGMENTS

The Career Education Division, Department of Public Instruction, acknowledges the valuable contribution to this publication by personnel from the Home Economics Education Department, College of Home Economics, Iowa State University, Ames, Iowa. The following persons were responsible for conducting the research study and preparing this final report for "Identification of Tasks in Occupations Related to Institutional and Household Services:"

Irene Beavers, Director of the Study

Alyce M. Fanslow, Consultant

Margaret Hanson, Investigator

Glinda Crawford, Investigator

The activity which is the subject of this report was supported in whole or in part by the U. S. Office of Education, Department of Health, Education, and Welfare. However, the opinions expressed herein do not necessarily reflect the position or policy of the U. S. Office of Education, and no official endorsement by the U. S. Office of Education should be inferred.

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INTRODUCTION

Today educators have become more aware of the growing need for vocational education programs and as a result a large number of vocational courses are being offered. Although home related occupations have developed in relation to the Manpower Development Training Act and the Vocational Education Act of 1963, there is a lack of research material pertinent to the development of home related occupations. Program content of courses offered in these areas are often very limited and the amount and type of training varies according to location. Hopefully by identifying tasks performed in different home related occupations teachers of various training programs can have a similar guide to use as a basis for course content.

Much emphasis is being placed upon the working woman and private household work is one of the major fields of employment for women in the United States. Statistics show nearly 1.8 million household workers were employed in 1968 and a greater need is projected in future years.

Major problems faced in home related occupations are the low wages and substandard working conditions. These factors cause resistance to enter such fields and are the reasons why these occupations are the least attractive fields to young workers. However many organizations and services are taking a positive approach to the home related occupations and are very intently working to upgrade its name.

Shipley (1968) did research in three home related occupations; homemaker/home health aide, hotel/motel housekeeping aide, and the nursing home housekeeping aide. For this study additional occupations were studied and tasks were identified for the following occupations: executive and supervising housekeepers, custodians, hospital housekeeping aides, and residential maids employed by commercial agencies.

Therefore, the objectives of this study were: 1) identify the occupations related to institutional and household services, 2) identify tasks performed by employees in institutional and household service occupations in Iowa which require less than baccalaureate preparation, 3) determine the frequency with which the tasks were performed by the workers, 4) determine tasks common to the occupations, and 5) devise a matrix or similar form which would provide teachers with a readily accessible and easily usable guide for curriculum development in institutional and household services at the local level.

METHOD OF PROCEDURE

IDENTIFICATION OF INSTITUTIONAL AND HOME SERVICE OCCUPATIONS

EXECUTIVE AND SUPERVISING HOUSEKEEPER

A comprehensive list of institutional and home service occupations was compiled from available reference and resource materials. The executive housekeeper was one such occupation which was decided to be part of this study. After some investigation of this occupation, it was discovered that there were a variety of titles placed on these employees. To determine if there were any differences between the title distinctions, it was decided to categorize the workers into two groups: executive housekeepers and supervising housekeepers. Executive housekeepers were defined as "Certified persons who supervise work activities of cleaning personnel to insure clean, orderly, attractive rooms in hotels, hospitals, and similar establishments." Supervising housekeepers were not certified. A third category entitled, housekeeping directors, encompassed miscellaneous titles which were not executive or supervising housekeeping titles.

Task list and response pattern

Before tasks could be described a definition of executive and supervising housekeepers had to be determined. By consulting available resource materials including curriculum guides, occupational briefs, and the Dictionary of Occupational Titles, a definition was formulated. These sources were also used to develop a checklist of tasks which these employees might perform on the job. All possible tasks were listed and put into questionnaire form.

The Department of Public Instruction was consulted for aid in task analysis and frequency scales. A five point frequency scale was determined. The respondent was provided a space to indicate the frequency with which he performed the task on the following five point scale: 1) I never do this task, 2) I do this task once a year, 3) I do this task once a month, 4) I perform this task once a week, and 5) I perform this task daily. (see appendix)

A personal descriptive data questionnaire was included with the task checklist to gain some general information about the characteristics of the participants. Information included in this sheet was: 1) age, 2) sex, 3) place of employment, 4) length of employment, 5) education and 6) training for particular occupation.

Content validity assessment

After the questionnaire was developed it was then checked for clarity, correctness, and completeness by Iowa State University's Director of Housing, Mr. Charles F. Frederiksen. From this checking additional tasks were added to the questionnaire and some tasks were reworded.

Pretest

After the questionnaire was revised, it was then administered to two executive housekeepers from Drake University in Des Moines, Mr. Roger Satory and Mr. Maurice Williams; and an executive housekeeper from Methodist Hospital in Des Moines, Mr. Donald Bentley. Additional tasks were obtained after this pre-test and minor changes were made in the wording so that the tasks would be more easily understood and technically correct.

Sample selection and data collection

It was decided to administer the questionnaire to executive and supervising housekeepers in hospitals, hotels, motels, nursing homes, and residence halls in Iowa. A list of forty certified executive housekeepers was obtained from the Iowa chapter of National Executive Housekeepers Association through the cooperation of Mr. Donald Bentley and Miss Agnes Gutmann, active members of the organization.

Based on the assumption that larger institutions would most likely employ supervising housekeepers, a list was compiled by selecting institutions with greater than one hundred bed size. The list of nursing homes of this category was compiled from a publication of Iowa licensed nursing homes issued by the State Department of Health. A similar list for motels and hotels was available from the North Central Tour Book of the American Automobile Association.

From the Education Directory a list of private and state colleges was compiled and these were then contacted for names of their supervising housekeepers. The hospitals and county homes were chosen in the same way as the nursing homes. Names of one hundred bed size or larger were chosen from a state list of hospitals and state institutions.

The final number invited to participate in this study totaled 158.

When a list was completed, questionnaires were mailed to prospective respondents. A cover letter which explained the study and gave instructions for the completion of the checklists was included along with the checklist and a personal data sheet.

Four weeks after the checklists had been mailed, a follow-up letter was mailed. Two weeks were allotted and then a double post card follow-up was sent as a reminder and to state reasons why the questionnaire had not been returned.

After the majority of the checklists were returned, interviews were held with one non-respondent in each category to determine differences, if any, between respondents and non-respondents to the study. After discussion with the non-respondents, it did not reveal any differences. Those contacted had not responded because of lack of time or misplacement of the questionnaire.

Replies were received from 28 executive housekeepers, 56 supervising housekeepers, and 9 housekeeping directors. The response to this study based on the final invited sample and total returned checklists was 59%.

Data analysis

The returned checklists were inspected for missing data and hand coded for transfer to IBM cards. At this point, the responses on the five point scale were coded as 0) I never do this task, 1) I do this task once a year, 2) I do this task once a month, 3) I do this task once a week, 4) I do this task daily.

A frequency count was calculated for the personal descriptive data questionnaire responses. This information is shown in the Appendix.

Mean scores for each task were examined to determine tasks common to the three occupations and those unique to just one. Ten clusters were formed after examining the correlation matrix and determining the highly intercorrelated items. The Spearman-Brown formula was used to test cluster reliability and then each cluster's mean score was calculated to determine if the cluster of tasks was of high or low mean frequency within the occupations.

Because the final task clusters are to be used by educators for curriculum development, some tasks were added to clusters if their content was judged to be rationally related to the correlated items which formed the statistically devised clusters. This procedure helped to reduce the number of miscellaneous or non-clustered tasks.

Mean scores for each cluster of tasks were calculated and the clusters were listed (see tables) in descending order of mean scores. Within the clusters the tasks were also arranged in descending order based on mean scores. If mean scores were identical the item with the smaller standard deviation was listed first.

CUSTODIANS

The custodian was an Institutional and Household Service occupation which had not been studied previously. Carpenter (1971), after developing competencies of the three occupations studied by Shipley, recommended that tasks be developed in other occupations. With the recommendation of the Department of Public Instruction, custodians were included as part of this study.

Task list and response pattern

To develop a task checklist for custodians various resource materials including curriculum guides, occupational briefs, and the Dictionary of Occupational Titles, were consulted. Mr. Gordon S. Dowell, who teaches a custodian training course on the Iowa State University campus was also contacted for additional information. These sources were then used to develop a checklist of tasks which employees might perform on the job. All possible tasks were listed and put into questionnaire form.

The Department of Public Instruction was consulted for aid in task analysis and frequency scales. To keep some kind of continuity the same five point frequency scale as used for the executive and supervising housekeepers was used for the custodian.

A personal descriptive data questionnaire was included with the task list to gain some general information about the characteristics of the participants. Information included in this sheet was: 1) age, 2) sex, 3) place of employment, 4) length of employment, 5) education, and 6) training for particular occupation.

Content validity assessment

Completed checklists and questionnaires were checked for clarity and content validity by Mr. Gordon S. Dowell who teaches a custodian training course. Recommendations included rewording of items, omission of items because of datedness, and addition of items. The clarity was also examined by Department of Public Instruction personnel and the Iowa State University Home Economics Education faculty who were specialists in evaluation and adult education.

Pretest

After the questionnaire was revised it was then administered to two custodians on the Iowa State University campus; one at Bourns Manufacturing Company in Ames; and one at Mary Greeley Hospital in Ames. Additional tasks were obtained after this pre-test and minor changes were made in the wording so that the tasks would be more easily understood and technically correct.

Sample selection and data collection

It was decided to administer the questionnaire to custodians in hospitals, nursing homes, industries, schools, and residence halls in Iowa. Mr. Dowell recommended we use the Iowa Custodian Association list to draw the sample. All of the above institutions were represented in this list, but there was no way of knowing the proportion in each category. However, the final results revealed a greater majority of school custodians. For the final number invited to participate in this study 200 names were randomly chosen from this list.

When a list was completed, questionnaires were mailed to prospective respondents. A cover letter, which explained the study and gave instructions for the completion of the checklists, was included along with the checklist and a personal data sheet.

Four weeks after the checklists had been mailed, a follow-up letter was mailed. Two weeks were allotted and then a double post card follow-up was sent as a reminder and to state reasons why the questionnaire had not been returned.

After the majority of the checklists were returned, interviews were held with a non-respondent to determine differences, if any, between non-respondents and respondents to the study. After discussion, it did not reveal any differences.

Replies were received from 130 custodians. The response to this study based on the final invited participants and total returned checklists was 65%.

Data analysis

The returned checklists were inspected for missing data and hand coded for transfer to IBM cards. At this point, the responses on the five point scale were coded as 0) I never do this task, 1) I do this task once a year, 2) I do this task once a month, 3) I do this task once a week, 4) I do this task daily.

A frequency count was calculated for the personal descriptive data questionnaire responses and this information is shown in the Appendix.

Eight clusters were formed after examining the correlation matrix and determining the highly intercorrelated items. The Spearman-Brown formula was used to test cluster reliability and then each cluster's mean score was calculated to determine if the cluster of tasks was of high or low mean frequency within the occupation. A ninth cluster was formed on rational basis from the miscellaneous non-clustered items. Other tasks were also added by this method to the statistically derived clusters.

Mean scores for each cluster of tasks were calculated and the clusters were listed (see tables) in descending order of mean scores. Within clusters the tasks were also arranged in descending order based on mean scores. If mean scores were identical the item with the smaller standard deviation was listed first.

Homemaker/Home Health Aide,
Hotel/Motel Housekeeping Aide and
Nursing Home Housekeeping Aide

A study by Shipley (1967) determined tasks performed by employees in home related occupations: hotel/motel housekeeping aide, nursing home housekeeping aide, and a related occupation, homemaker/home health aide. The three occupations were studied together because of the commonality of housekeeping tasks and were the first three occupations related to Institutional and Household Service occupations for which a task analysis was completed.

Task list and response pattern

Shipley developed lists of tasks performed by personnel in the three occupations using curriculum guides, occupational briefs, manuals for employees, and current books and periodicals. Tasks for each of the three occupations were grouped according to the following major job functions: 1) food preparation, 2) housecleaning, 3) laundry and clothing, 4) personal care of children, 5) personal care of adults, 6) management of resources.

The task response pattern was developed for a four point scale and was checked as follows: 1) I never do this task; 2) I sometimes do this task; 3) I frequently do this task; 4) I always do this task.

A personal data questionnaire was also developed to accompany the checklist to determine characteristics of the respondents. Characteristics surveyed include: age, marital status, educational level, and amount of training.

Content validity assessment

Completed task lists were checked for clarity, correctness, and completeness by I.S.U. Home Economics faculty who were specialists in Food and Nutrition, Household Equipment, Child Development, Institution Management, and Home Economics Education. As a result, additional tasks were added, some tasks were reworded, and others were moved from one area of function to another. In order to provide a more inclusive range of tasks, the area of food preparation was changed to food production and the area of housecleaning became maintenance and care of equipment, home, or furnishings.

A specialist in job analysis from Industrial Engineering was consulted concerning the ability of the proposed checklist to be discriminating in the analysis of tasks performed by employees. On his recommendation, titles of job functions were dropped and the tasks of the three occupations were scrambled into one checklist of 125 tasks.

Pretest

The questionnaire was pretested with a total of 11 employers and employees in two nursing homes, one hotel, and one homemaker/home health aide service center. Corrections were made for clarity and completeness. Some items were combined; other items were omitted. The response pattern was changed from a four point to a three point scale because of the inability of respondents to discriminate between the second and third points. The resulting scale was scored as follows: 1) I never do this task; 2) I sometimes do this task; 3) I always do this task.

The revised instrument included a personal data questionnaire and a checklist consisting of 108 individual tasks. In order to insure maximum usable returns, the questionnaire and checklist were personally administered.

Sample selection and data collection

Since the number of homemaker/home health aide service centers in Iowa was limited, Shipley based the sample selection for the three occupations on these centers. She randomly selected six centers from the list of homemaker services. Nursing homes within these six areas were compiled from the list of licensed nursing homes issued by the Iowa State Department of Health. A listing of motels and hotels within these areas was compiled from the membership lists of the Iowa Hotel and Motor Inn Association and from the North Central Tour Book of the American Automobile Association. Nursing homes and hotels and motels were randomly selected from each of the six identified areas.

Homemaker/home health aides were randomly selected from the list of aides at each center. Hotel/motel housekeeping aides and nursing home housekeeping aides for the sample were selected by managers of the establishments.

The questionnaire and checklist were personally administered to 87 employees in the three occupations. This number included 29 homemaker/home health aides, 26 hotel/motel housekeeping aides, and 32 nursing home housekeeping aides; all interviews resulted in usable questionnaires.

Data analysis

Each questionnaire was coded for computation, i.e., a response of I never do this task was coded 1; I sometimes do this task, 2; and I always do this task, 3.

A 108 x 108 pooled within correlation matrix was computed. The variable used as the basis on which the correlation matrix was pooled was the occupational category. The task matrix was computed using this procedure to eliminate the effect of each specific occupation on job clusters.

The task correlation matrix was inspected to determine job clusters. Two criteria were used to establish clusters:

1) Items had inter-correlation coefficients of at least .35 with most other items.

2) Items in clusters described major job functions.

As a result Shipley derived six clusters composed of 60 items; the remaining 48 items were not assigned to clusters. Four of Shipley's clusters were essentially retained for this report, but items which appeared to represent these major job functions were added to the clusters.[a] Items in two clusters[b] and 42 of the 48 non-clustering items were regrouped to obtain greater consistency with task clusters defined for the custodian, the hospital housekeeping aide, and the residential maid.

Mean scores for clusters and items within clusters were computed. Clusters were arrayed by cluster mean score from those done most often to those done least often. Tasks were arrayed within each job function on the basis of task means from those tasks done most frequently to those done least frequently. If tasks within a job function represented a logical work progression pattern, tasks were arranged sequentially and the cluster was marked to indicate the basis for task array.

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[a] The four task clusters were: provisions for safety, care of ill and disabled adults, child care, and food production.

[b] The household maintenance and the general housekeeping task clusters were regrouped into clusters related to inspection, maintenance, and sanitation of physical facilities.

Hospital Housekeeping Aide

The hospital housekeeping aide was an Institutional and Household Service occupation which had not been studied previously. Carpenter (1971), after developing competencies of the three occupations studied by Shipley, recommended that tasks be developed in other occupations within this area and specifically suggested the hospital housekeeping aide.

Task list and response pattern

A task list for hospital housekeeping aides was developed using the Dictionary of Occupational Titles (1965), curriculum guides, current books and periodicals. The two curriculum guides used were: Being a Housekeeping Aide (Hospital Education and Trust, 1967) and Course Description and Teaching Materials for a Preparatory Program for Hospital Housekeeping Aides (Henry, 1968).

Tasks were grouped into a checklist under nine major headings including: basic cleaning procedures, care and upkeep of equipment, cleaning patient units, discharge units, isolation units, laundry, pest control, responsibilities in food service, and safety. The purpose of the grouping was to give the tasks a logical order and to allow ease in reading and responding. A separate checklist of areas cleaned was included before the list of tasks in order to study major areas that the hospital housekeeping aide cleaned.

The task response pattern was developed on a five point scale to indicate relative frequency of performance. Similar response patterns were used for both the task checklist and the areas checklist. The response pattern was: 1) I never do this task; 2, I do this task at least once a year; 3, I do this task at least once a month; 4, I do this task at least once a week; 5) I do this task daily. Minor variations were made in the wording of the areas of cleaning response pattern: 1) I never clean this area; 2) I clean this area at least once a year; 3) I clean this area at least once a month; 4) I clean this area at least once a week; 5) I clean this area daily.

In order to determine biographical characteristics of the respondents, a personal data questionnaire was developed to accompany the checklists. The biographical questionnaire requested personal information including: marital status, age, educational background, specialized training for the occupation, length of training, length of employment, and number of hours worked per week.

An instruction sheet for the hospital housekeeping aide was devised as a cover sheet for the questionnaire. The instruction sheet contained directions for responding to the biographical questionnaire, areas checklist, and task checklist. Additional directions were provided for listing other items not included on the questionnaire.

Hence, the pretest form of the instrument included four parts in the following order: instruction sheet, personal data questionnaire, areas cleaned checklist, and tasks checklist.

Three copies of the questionnaire and checklists were to be sent to the executive housekeeper (if the name was known) or the administrator of each hospital in the invited sample. A letter of transmittal was designed to explain the purpose of the study and to explain the procedure for the distribution and return of the questionnaires. The letter concluded by expressing appreciation to the hospital and its housekeeping staff for their participation in the study.

Content validity assessment

Completed checklists and questionnaire were checked for clarity and content validity by a hospital executive housekeeper who supervised hospital housekeeping aides. Recommendations included rewording of items, ommission of items because of datedness, and addition of items. The clarity was also examined by Department of Public Instruction personnel and by Iowa State University Home Economics Education faculty who were specialists in evaluation and adult education. The major change as a result of their suggestion was allowing space at the end of each major task heading for other tasks not listed.

Pretest

The instrument was pretested with 21 aides from four hospitals in Ames and nearby communities. As a result of the respondents having difficulty in responding to the five point response pattern, further clarification as to categorizing tasks which were done "as needed" or "as requested" was included on the direction sheet. No other major changes were made.

In pretesting, it was found that hospital housekeeping aides may have general housekeeping duties or specialized duties (such as bed-making or surgical housekeeping). Since the checklists were designed for general hospital housekeeping aides, it was necessary that the respondents be general housekeepers. As a result, instructions for distributing questionnaires to housekeeping aides specifically requested that the respondents be general housekeepers. In addition, an item was included on the personal data questionnaire requesting the respondent to describe her occupational responsibilities. The purpose of this item was to further eliminate specialized housekeepers from the data producing sample.

Sample selection and data collection

The Iowa State Department of Health's listing of hospitals (1970) was used for selecting hospitals across the state. Since tasks of hospital housekeeping aides might vary according to the size of the hospital, hospitals were divided arbitrarily by hospital bed size (under 50 beds, 50 to 100 beds, and over 100 beds). A random sample of 75 hospitals (25 within each size category) was drawn. Three questionnaires were sent to the executive housekeeper (if the name was known) or the administrator of each hospital for distribution to three housekeeping aides.

Of the 225 questionnaires mailed, 150 questionnaires were returned; this was a response rate of 66.6%. Of these, 10 were blank; an accompanying note indicated that the hospital had fewer than three housekeeping aides and for this reason the questionnaires were returned unused. Forty-two questionnaires were judged unsuitable for computation because greater than five per cent of the items were incomplete. Three questionnaires were completed by specialized housekeepers and were therefore omitted from the study. Three questionnaires were returned too late. The remaining 92 questionnaires were judged usable for the study; these questionnaires represented responses from the three hospital bed size categories: under 50 beds, 18 responses; 50 to 100 beds, 32 responses; and over 100 beds, 42 responses.

Data analysis

A coding plan for the biographical characteristics of the respondents was developed and the responses were coded. Frequency counts were computed for each of the characteristics.

Responses to the area cleaned checklist and task matrix were coded according to the following plan: 0, I never do this task; 1, I do this task at least once a year; 2, I do this task at least once a month; 3, I do this task at least once a week; 4, I do this task daily. Responses were coded by this procedure so that a zero would indicate that the task was never done.

A 105 x 105 pooled within correlation matrix was computed; the variable used as the basis on which the correlation matrix was pooled was hospital bed size. The task matrix was computed using this procedure to eliminate the effect of hospital size on job clusters.

The task correlation matrix was inspected to determine job clusters or functions. These criteria were used to establish clusters:

1) tasks correlated with each other at or beyond .40;

2) tasks grouped together represented a unique job function.

Tasks which did not cluster but which judgmentally appeared to represent a task cluster were added to that task cluster. Groups of tasks which represented a major job task but which did not cluster were grouped together.

Mean scores for clusters as well as for each item within the cluster were computed. Clusters were arrayed by cluster mean scores from those done most often to those done least often. Further, tasks were arrayed within each job function on the basis of task means from those tasks done most often to those done least often. The hierchical ordering of tasks within job functions was not followed if tasks within a job function represented some logical work progression pattern. In this case, tasks were arranged sequentially and the cluster marked to indicate the basis for the task array.

Residential Maid Employed By a Commercial Agency

The sixth occupation studied within the Institutional and Household Service occupation cluster was the residential maid employed by a commercial agency. The demand for the residential maid is growing as more women enter the world of work and delegate housekeeping responsibilities outside the home. Commercial establishments acting as employment agencies for maids are increasing in popularity and number in other states. Because of this growth, a study was undertaken to determine tasks performed by the residential maid employed by a commercial agency.

Task list and response pattern

A task list for the residential maid employed by a commercial agency was assembled primarily from interview and observation. An owner-operator of an Ames maid service agency was interviewed for background information about this occupation. Two residential maids were later observed in two separate working situations. A related curriculum guide and current periodicals were also used to construct a task list for this occupation. Tasks were then categorized and placed under major headings for clarity and continuity.

A five point response pattern was chosen to indicate frequency of performance. The response pattern was as follows: 1) I never do this task; 2) I do this task at least once a year; 3) I do this task at least once a month; 4) I do this task at least once a week; 5) I do this task daily.

A personal data questionnaire was developed to indicate biographical characteristics of the residential maid. Such information included: age, marital status, training.

An instruction sheet for the residential maid was devised as a cover sheet for the questionnaire. The instruction sheet contained directions for responding to the biographical questionnaire and task checklist. Additional directions were provided for listing other items not included on the questionnaire.

DPI personnel analyzed the checklist for clarity and possible suggestions for additional items. Suggestions for change included new items, and clarification of wording. The DPI also recommended including a checklist of areas cleaned by the residential maid. A checklist of areas cleaned was developed including rooms or areas such as the living room, patio, garage. A five point scale was used: 1) I never clean this area; 2) I clean this area at least once a year; 3) I clean this area at least once a month; 4) I clean this area at least once a week; 5) I clean this area daily.

Home Economics Education faculty who were specialists in evaluation and adult education recommended further changes including addition of items and rewording of items.

The content and clarity of the questionnaire and checklist were assessed by the owner-operator of the residential maid agency previously mentioned. At her recommendation, additional items were added and other items were reworded.

The revised questionnaire included four parts in the following order: instruction sheet, biographical questionnaire, areas cleaned checklist, and tasks checklist.

Sample selection and data collection

Several procedures were undertaken to identify maid service agencies in Iowa. Phone directories from the larger Iowa communities were searched. Area extension home economists were telephoned in an effort to identify maid service agencies in their respective areas. Letters were sent to 17 Chambers of Commerce and two Better Business Bureaus in the 15 Iowa cities over 25,000 and the two neighboring cities of Moline, Illinois and Omaha, Nebraska. Moline was included because of the likelihood of service to the Davenport area; Omaha because of potential service to the Council Bluffs area.

The names of six agencies were obtained. Of the six, only three were in operation at the time of the study. The remaining three were contacted by phone; two agreed to participate in the study.

Forty questionnaires were sent to the two agencies. Twenty questionnaires were returned with 18 usable responses. Two questionnaires were completed incorrectly and therefore were discarded.

Data analysis

A coding plan for the biographical characteristics of the respondents was developed and the responses were coded. Frequency counts were computed for each of the characteristics.

Responses to the areas cleaned checklist and the task matrix were coded according to the following plan: 0, I never do this task; 1, I do this task at least once a year; 2, I do this task at least once a month; 3, I do this task at least once a week; 4, I do this task daily. Responses were coded by this procedure so that zero would indicate that the task was never done.

Since 18 responses were obtained from the residential maids, clusters were established judgmentally. Tasks were inspected to determine major job functions and then the tasks were judgmentally assigned to clusters.

Cluster mean scores and task mean scores were computed. Clusters were presented by the frequency with which the job functions were performed. Tasks within job clusters were arrayed either on the basis of mean scores from those most frequently performed to those least frequently performed, or by logical order of performance.

TASK CLUSTERS BY INDIVIDUAL OCCUPATIONS

In this section, one-way matrices for each occupation within the Institutional and Household Service cluster are presented. Matrices for the following occupations are reported: executive housekeeper, custodian, homemaker/home health aide, hotel/motel housekeeping aide, nursing home housekeeping aide, hospital housekeeping aide, and residential maid.

For each occupation, task clusters are presented vertically by overall mean frequency of performance. Tasks within clusters are arrayed by mean frequency from those performed most often to those performed least often. The hierarchical ordering of tasks within clusters was not followed if tasks within a job function represented some logical work progression. In this case, tasks were arranged sequentially and the cluster marked to indicate the basis for task array.

For the occupations of executive housekeeper, custodian, hospital housekeeping aide, and the residential maid which are reported on a five point scale, the frequency of task performance is indicated by the following symbols: A, the task has a mean score of 3.00 to 4.00 which suggests the task is performed at least several times a week; B, the task has a mean score of 2.00 to 2.99 which suggests the task is performed several times a month; C, the task has a mean score of 1.00 to 1.99 which indicates the task is performed several times a year; D, the task has a mean score of .01 to .99 which suggests the task is performed less than once a year; -, the task has a mean score of .00 which suggests that the task is never done.

For the occupations of homemaker/home health aide, hotel/motel housekeeping aide, and nursing home housekeeping aide which are reported on a three point scale, the scale was divided so that the numerical divisions are essentially equivalent to the above divisions based on frequency of performance. The frequency of task performance is indicated as follows: A, the task has a mean score of 2.30 to 3.00 which suggests that the task is performed several times a week; B, the task has a mean score of 1.90 to 2.29 which suggests that the task is performed several times a month; C, the task has a mean score of 1.50 to 1.89 which suggests that the task is performed several times a year; D, the task has a mean score of 1.01 to 1.49 which suggests that the task is performed less than once a year; -, the task has a mean score of 1.00 which indicates that the task is never done.

Inspection of the task clusters of the executive housekeepers reveals that clusters, housekeeping procedures (mean score: 3.09) and planning procedures (mean score: 3.01) were most frequently performed. Clusters safety and sanitation (mean score: 2.78) and training (mean score: 2.65), were also often performed. The cluster least performed was linen procedures (mean score: 1.27).

In examining clusters of the supervising housekeeper the cluster planning procedures (mean score: 3.12) was most often performed. Housekeeping procedures (mean score: 3.04) was second in frequency. The cluster least often performed was linen procedures (mean score: 1.33).

Examination of the housekeeping director clusters revealed that housekeeping procedures (mean score: 2.63) was the most often performed. Safety and sanitation (mean score: 2.61) was also performed often. The least performed cluster was linen procedures (mean score: .63).

Inspection of the task clusters of the homemaker/home health aide reveals that two clusters, maintenance of kitchen and food production, were most frequently done (mean scores: 2.21). Two other clusters, provisions for safety (mean score: 2.18) and care of ill and disabled adults (mean score: 2.15), were also often done. On the other hand, tasks related to inspection of physical facilities (mean score: 1.34) were least often performed.

Examination of the task clusters of the hotel/motel housekeeping aide shows that the cluster labeled replacement of linens (mean score: 2.71) was most frequently performed. Another task cluster, inspection of physical facilities (mean score: 2.64), was also often done. Three clusters represented tasks which were seldom, if ever, performed: care of ill and disabled adults (mean frequency score: 1.09), food production (1.07), and child care (1.02).

In examining task clusters of the nursing home housekeeping aide, the cluster labeled performance of general cleaning tasks (2.31) was most frequently done. However, tasks related to maintenance of kitchen (1.35) and child care (1.12) were seldom performed.

Examination of the one way matrix of task clusters of the hospital housekeeping aide shows that the cluster management of equipment and supplies (3.41) was most frequently performed. Tasks related to laundry procedures (.34) were least often performed.

Inspection of the one way matrix of task clusters of the residential maid show that the cluster management of equipment and supplies (mean frequency score: 3.44) was most frequently performed. On the other hand, the cluster labeled duties outside the house (.90) was least frequently performed.

TASKS PERFORMED BY EXECUTIVE HOUSEKEEPERS ARRANGED IN CLUSTERS

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks[a]
A. Housekeeping Procedures	
Makes memorandum of work and repairs to be done	A
Recommends needed improvements and repairs	A
Inspects and reports damages and missing items	A
Keep supplies in storeroom or closet organized and accessible	A
Maintains adequate stocks of supplies and equipment	B
Distributes supplies and equipment	B
B. Planning Procedures	
Inspects work of persons under supervision	A
Helps to coordinate housekeeping activities with the total operation of the institution	A
Assigns areas of work for each employee	A
Plans work schedules for employees	A
Schedules working hours for all housekeeping employees	A
Sets up procedures and standards for jobs to be done	B
Revise housekeeping procedures to improve efficiency	B
C. Safety and Sanitation	
Inspects public spaces for cleanliness and order	A
Examines reports of improper cleaning and visually inspects area in question	A
Works with administration in meeting standards/requirements regarding safety-sanitation	B
Explain safety program to employees	B
Interprets sanitation code used in the area	B
Conduct ongoing program in pest control	B

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[a] An A indicates a task which is performed several times a week; B a task which is performed several times a month; C a task which is performed several times a year; and D a task which is performed less than once a year.

Executive Housekeeper Tasks

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks
D. Personnel Management	
Sees that employees are dressed neatly and attractively in clean-well fitted uniforms	A
Investigates complaints made by staff	A
Assists in resolving complaints regarding housekeeping services or equipment	A
Maintains records of the housekeeping department	B
Assists in resolving guest complaints about rooms or service	A
Explains new policies or programs to supervisors and/or employees	B
Defines clear lines of authority for workers	B
Provides special instructions to meet change of policies or emergencies	B
Sets up payroll for employees supervised	C
Corresponds with persons in similar positions and attends seminars-meetings to maintain and improve technical and managerial abilities	C
Prepares budget for housekeeping expenses	C
E. Training	
Explains and demonstrates housekeeping tasks to employees individually	B
Instructs employees on job in new procedures and the use of new equipment	B
F. Reporting to Manager	
Forwards supplies and material requisitions to manager or purchasing agent	B
Make regular reports to the management on progress of the department	B
Maintains and submits work reports to manager	B

Executive Housekeeper Tasks

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks
G. Housekeeping Standards	
Sets standards for job performance (on the basis of job analysis)	A
Investigates and evaluates new housekeeping methods, supplies and equipment	B
Recommends relocation and use of equipment and space to improve efficiency	C
Inventories housekeeping supplies and equipment	C
Conducts study of equipment use and space allocation to improve operating efficiency	C
H. Recruitment and Placement	
Assign new employees to work with experienced workers in learning housekeeping tasks	B
Interviews prospective employees	B
Hires and discharges employees	B
Recruits prospective employees	C
I. Furnishings and Decorating	
Purchases or assists in purchasing supplies and equipment	B
Suggests furnishings and refurnishings	C
Suggests cost of replacing missing or damaged articles	C
Confers with manager on coloring and arrangement for decorations and remodeling	C
Selects paints, fabrics, furniture	C
J. Linen Procedures	
Interprets linen mending procedures	C
Checks laundry bills for correct charges	C
Orders linen from the warehouse	C
K. Miscellaneous (non-clustered) Tasks	
Gives directions to guests	B
Maintains lost and found file	B

TASKS PERFORMED BY SUPERVISING HOUSEKEEPERS ARRANGED IN CLUSTERS

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks[a]
A. Housekeeping Procedures	
Makes memorandum of work and repairs to be done	A
Recommends needed improvements and repairs	A
Inspects and reports damages and missing items	B
Keep supplies in storeroom or closet organized and accessible	A
Maintains adequate stocks of supplies and equipment	B
Distributes supplies and equipment	B
B. Planning Procedures	
Inspects work of persons under supervision	A
Helps to coordinate housekeeping activities with the total operation of the institution	A
Assigns areas of work of each employee	A
Plans work schedules for employees	B
Schedules working hours for all housekeeping employees	B
Sets up procedures and standards for jobs to be done	B
Revise housekeeping procedures to improve efficiency	B
C. Safety and Sanitation	
Inspects public spaces for cleanliness and order	A
Examines reports of improper cleaning and visually inspects area in question	A
Works and administration in meeting standards/requirements regarding safety-sanitation	A
Explain safety program to employees	B
Interprets sanitation code used in the area	B
Conduct ongoing program in pest control	C

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[a] An A indicates a task which is performed several times a week; B a task which is performed several times a month; C a task which is performed several times a year; and D a task which is performed less than once a year.

Supervising Housekeeper Tasks

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks
D. Personnel Management	
Sees that employees are dressed neatly and attractively in clean-well fitted uniforms	A
Investigates complaints made by staff and workers	A
Assists in resolving complaints regarding housekeeping services or equipment	A
Maintains records of the housekeeping department	C
Assists in resolving guest complaints about rooms or service	A
Explains new policies or programs to supervisors and/or employees	B
Defines clear lines of authority for workers	A
Provides special instructions to meet change of policies or emergencies	B
Sets up payroll for employees supervised	C
Corresponds with persons in similar positions and attends seminars-meetings to maintain and improve technical and managerial abilities	C
Prepares budget for housekeeping expenses	D
E. Training	
Explains and demonstrates housekeeping tasks to employees individually	B
Instructs employees on job in new procedures and use of new equipment	B
F. Reporting to Manager	
Forwards supplies and material requisitions to manager or purchasing agent	B
Make regular reports to the management on progress of the department	B
Maintains and submits work reports to manager	B

Supervising Housekeeper Tasks

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks
G. Housekeeping Standards	
Sets standards for job performance (on the basis of job analysis)	B
Investigates and evaluates new housekeeping methods, supplies and equipment	B
Recommends relocation and use of equipment and space to improve efficiency	B
Inventories housekeeping supplies and equipment	C
Conducts study of equipment use and space allocation to improve operating efficiency	B
H. Recruitment and Placement	
Assign new employees to work with experienced workers in learning housekeeping tasks	C
Interviews prospective employees	C
Hires and discharges employees	C
Recruits prospective employees	C
I. Furnishing and Decorating	
Purchases or assists in purchasing supplies and equipment	B
Suggests furnishings and refurnishings	C
Suggests cost of replacing missing or damaged articles	C
Confers with manager on coloring and arrangement for decorations and remodeling	C
Selects paints, fabrics, furniture	C
J. Linen Procedures	
Interprets linen mending procedures	C
Checks laundry bills for correct charges	C
Orders linen from the warehouse	C
K. Miscellaneous (non-clustered) Tasks	
Gives directions to guests	A
Maintains lost and found file	B

TASKS PERFORMED BY HOUSEKEEPING DIRECTORS ARRANGED IN CLUSTERS

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks[a]
A. Housekeeping Procedures	
Makes memorandum of work and repairs to be done	B
Recommends needed improvement and repairs	A
Inspects and reports damages and missing items	B
Keep supplies in storeroom or closet organized and accessible	B
Maintains adequate stocks of supplies and equipment	B
Distributes supplies and equipment	B
B. Planning Procedures	
Inspects work of persons under supervision	A
Helps to coordinate housekeeping activities with the total operation of the institution	A
Assigns area of work for each employee	C
Plans work schedules for employees	C
Schedules working hours for all housekeeping employees	C
Sets up procedures and standards for jobs to be done	C
Revise housekeeping procedures to improve efficiency	B
C. Safety and Sanitation	
Inspects public spaces for cleanliness and order	A
Examines reports of improper cleaning and visually inspects area in question	B
Works with administrationiin meeting standards/requirements regarding safety-sanitation	A
Explain safety program to employees	B
Interprets sanitation code used in the area	C
Conduct ongoing program in pest control	B

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[a] An A indicates a task which is performed several times a week; B a task which is performed several times a month; C a task which is performed several times a year; and D a task which is performed less than once a year.

Housekeeping Directors

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks
D. Personnel Management	
Sees that employees are dressed neatly and attractively in clean-well fitted uniforms	B
Investigates complaints made by staff and workers	A
Assists in resolving complaints regarding housekeeping services or equipment	B
Maintains records of the housekeeping department	C
Assists in resolving guest complaints about rooms or service	A
Explains new policies or programs to supervisors and/or employees	B
Defines clear lines of authority for workers	C
Provides special instructions to meet change of policies or emergencies	B
Sets up payroll for employees supervised	C
Corresponds with persons in similar positions and attends seminars-meetings to maintain and improve technical and managerial abilities	D
Prepares budget for housekeeping expenses	D
E. Training	
Explains and demonstrates housekeeping tasks to employees individually	C
Instructs employees on job in new procedures and use of new equipment	C
F. Reporting to Manager	
Forwards supplies and material requisitions to manager or purchasing agent	C
Make regular reports to the management on progress of the department	C
Maintains and submits work reports to manager	D

Housekeeping Director

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks
G. Housekeeping Standards	
Sets standards for job performance (on the basis of job analysis)	C
Investigates and evaluates new housekeeping methods, supplies and equipment	B
Recommends relocation and use of equipment and space to improve efficiency	C
Inventories housekeeping supplies and equipment	B
Conducts study of equipment use and space allocation to improve operating efficiency	B
H. Recruitment and Placement	
Assign new employees to work with experienced workers in learning housekeeping tasks	C
Interviews prospective employees	C
Hires and discharges employees	C
Recruits prospective employees	C
I. Furnishing and Decorating	
Purchases or assists in purchasing supplies and equipment	B
Suggests furnishings and refurnishings	C
Suggests cost of replacing missing or damaged articles	B
Confers with manager on coloring and arrangement for decorations and remodeling	B
Selects paints, fabrics, furniture	C
J. Linen Procedures	
Interprets linen mending procedures	D
Checks laundry bills for correct charges	D
Orders linen from the warehouse	D
K. Miscellaneous (non-clustered) Tasks	
Gives directions to guests	B
Maintains lost and found file	C

TASKS PERFORMED BY CUSTODIANS ARRANGED IN CLUSTERS

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks[a]
A. Light Cleaning and Dusting	
Clean floors with dust mop	A
Remove accumulated trash from rooms	A
Clean and sanitize bathroom fixtures, such as sinks, toilets, and showers	A
Wash drinking fountains with disinfectant	A
Scrub bathroom floors	A
Clean mirrors	A
Move furniture as necessary for cleaning purposes	A
Dust furniture	B
Dust shelves	B
Wet-mop corridors	B
Remove vomited matter from floors	B
Spot clean walls	B
Remove vomited matter from furniture	B
Clean stairways with wet mop	B
Remove spots from woodwork	B
Remove gum from desks, tables, chairs	B
Dust radiators	B
Clean wood furniture	B
Insert fresh wastebasket liners in wastebaskets	B
Clean glass partitions	B
Dust picture frames	C
Clean metal furniture	C
Wash windows from inside	C
Wipe off vinyl covered upholstery	C
Damp wipe telephone	C
Clean block tiles	C
Dust light fixtures	C
Dry-dust walls	C
Water and care for plants as needed	C
Wash windows from outside	C
Vacuum furniture	C
Clean brick walls	C
Clean window screens	C
Vacuum clean draperies	D

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[a] An A indicates a task which is performed several times a week; B a task which is performed several times a month; C a task which is performed several times a year; and D a task which is performed less than once a year.

Custodians

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks
B. Storing and Cleaning	
Store equipment properly after use	A
Refill paper towel dispensers	A
Clean equipment properly after use	A
Receive complaints for repairs needed in rooms	A
Inspect rooms for damage	A
Report items missing from rooms	B
Organize store rooms	B
Report cleaning supply needs	B
Repair manually operated equipment (ladders, brushes, wringers)	B
Make an inventory of equipment on hand	C
Rearrange closets	C
Help arrange and store kitchen supplies	C
Report condition of equipment on hand	D
Purchase cleaning supplies	D
C. Safety and Sanitation	
Identify hazardous conditions	A
Assist in correcting hazardous conditions	A
Report accidents to proper people	B
Place caution signs where needed	C
Use pesticides appropriately	C
Report rodent and insect sightings	C
Keep fire extinguishers in good working order	C
Inspect play equipment (swings, slides, etc.) for safety	C
D. Maintenance of the Physical Plant	
Replace broken glass windows	C
Supervise night events	C
Do routine painting	C
Set up outside bleachers	D

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks
E. Operation and Maintenance of Equipment	
Check boiler unit	A
Make minor repairs on equipment	A
Perform minor plumbing repairs	B
Perform minor repair on heating plant or auxiliaries	B
Clean power equipment (buffers, scrubbers, vacuums)	B
Oil and grease manual equipment	B
Replace faulty faucet valves and washers	B
Oil and grease boiler equipment	B
Operate incinerator	B
Perform minor electrical wiring	C
Repair power equipment	C
Perform minor repairs on furnace	C
Clean exhaust fan filters	C
Clean unit ventilators and air conditioning filters	C
F. Hand Floor Care	
Scrub floors by hand	B
Buff floors with buffing equipment	C
Use floor machine to scrub floors	C
Operate wet pick-up vacuum to remove large amounts of water from floors	C
Apply wax or finish to floors	C
G. Rug and Carpet Care	
Vacuum carpets and rugs	B
Remove spots from rugs	B
Machine shampoo carpets and rugs	D
Shampoo rugs or carpets by hand	D

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks
H. Outside Tasks	
Remove snow and debris from sidewalks	B
Sweep sidewalks	B
Salt and sand sidewalks	B
Mow lawns	B
Maintain athletic fields	C
Trim shrubbery	C
Rake leaves	D
Apply fertilizer to lawn	D
I. Preparation for group events	
Wash chalkboards and clean erasers	B
Arrange furniture for classes or conventions	B
Adjust seats and chairs	C
Set up public address systems	C
Adjust public address systems	C
Raise or lower desks	C
Set up audio visual equipment	D
Maintain audio visual equipment	D
Set up convention and sales displays	D
Post signs for advertising	D
Decorate rooms for social gatherings	D

Task Clusters (arranged in descending order of mean frequency scores)	Performance Rate of Tasks
J. Items Not Identified with Basic Clusters	
Lock entrance and outside doors	A
Unlock entrance and outside doors	A
Close windows	A
Replace burned out light bulbs or florescent tubes	A
Regulate room temperatures	A
Perform flag duties	A
Sweep concrete floors	A
Adjust heat and cooling for large public areas (lobbies, gyms, etc.)	B
Check clocks throughout the building for correct time	B
Reset electric circuit breakers	B
Wash and dry wastebaskets	B
Test alarm and emergency equipment (bells, fire alarms, stand-by systems)	B
Wash walls by hand	C
Store playground and gym equipment	C
Launder dirty uniforms	C
Collect soiled linens from social gatherings (table cloths, napkins)	D
Repair roof of building	D
Clean ceilings	D
Clean venetian blinds	D
Hang draperies after cleaning	D
Check elevators for proper working conditions	D
Clean elevators	D
Check attendance at noon lunch hour	D
Read water meters	D
Read electric meters	D
Wash walls with wall washing machine	D
Collect fees at noon lunch hours	D

TASKS PERFORMED BY HOMEMAKER/HOME HEALTH AIDES ARRANGED IN CLUSTERS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks[a]
A. Maintenance of Kitchen	
1. Care of appliances and work areas	
Clean work tables and sinks in kitchen	A
Clean range or oven	A
Clean and/or defrost refrigerator	B
2. Care of tableware[b]	
Scrape and stack dishes	A
Wash dishes by hand	A
Wash water glasses	A
Prepare dishes for automatic dishwasher	C
Operate and empty dishwasher	D
Store dishes	A
B. Food Production[b]	
1. Menu planning	
Plan meals	B
Adapt family meals to meet basic daily nutritional requirements	A
Adapt family meals to conform to diets recommended by doctor	B
Plan use of leftovers	A
Select recipes	B
Check menu for interest and attractiveness	B
Take inventories of food supplies	B
Prepare market order	B
Purchase food	C
Store food	B

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[a] An A indicates a task which is performed several times a week; B indicates a task which is performed several times a month; C indicates a task which is performed several times a year; D indicates a task which is performed less than once a year; and - indicates a task which is never done.

[b] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
2. Food preparation	
Clean, prepare, and/or cook various foods	A
Prepare between meal nourishments	B
3. Food service	
Set table	A
Prepare person for meal on time	A
Serve meals	A
Deliver meal trays to rooms	C
Tell person being served interesting items about food served	C
Remove soiled dishes from room	A
C. Provisions for Safety	
Recognize and report indications of personal, physical, and mental problems	A
Identify hazardous conditions	A
Report accidents to proper persons	A
Assist in correcting hazardous conditions	B
Give first aid	C

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
D. Care of Ill and Disabled Adults	
Relieve persons of the physical responsibility of their tasks as needed	A
Remind person of physician's orders and help the person carry out these orders	A
Turn back the bed for guest or disabled person	B
Run errands for the disabled or ill	B
Assist with dressing of disabled or ill	B
Assist in caring for the hair of disabled or ill persons	B
Prepare trays for ill or disabled persons	B
Assist ill or disabled person clean drawers	C
Write letters for the disabled or ill	C
Feed disabled adults	C
Remove from room personal clothing of guests and disabled persons	C
Assist adults with bath	C
Disinfect and sterilise equipment for the ill person	C
Assist adults with care of dentures	C
E. Replacement of Linens	
Make beds	A
Remove soiled bed and bath linens	A
Replace supplies in bedroom and bathroom	B
Provide guest with additional or extra guest supplies	D

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
F. Laundry Procedures[a]	
1. Washing	
Sort and count linens sent to laundry	C
Remove or treat stains from items to be laundered	B
Pretreat heavily soiled items for laundry	C
Prepare washing solution by selecting appropriate detergents, bleaches, and other products	B
Select appropriate water temperature for laundry	B
Do light laundry	B
2. Drying	
Hang clothes on line for drying	B
Dry clothes by machine	B
3. Ironing and storage	
Fold and sort clean laundry	B
Iron clothes by hand	A
Check linens returned from laundry	C
G. Maintenance of Floors	
Vacuum floors, rugs, and/or carpets	A
Scrub floors	A
Scrub bathroom floors	A
Wax or apply finish to floors	C
Remove spots from rugs	C
Clean rugs or carpet by hand	C

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[a] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
H. Performance of General Cleaning Tasks	
Dust woodwork, furniture, picture frames, light fixtures, and radiators	A
Wash and dry bathroom fixtures such as sinks, toilets, and showers	A
Clean mirrors	B
Clean shelves	B
Remove spots from woodwork	B
Choose products, techniques, practices and equipment appropriate for the job at hand	B
Wash windows	C
Clean closets	C
Remove spots from furniture	C
Wash tile walls	C
Vacuum draperies	D
Prepare articles and equipment on cart	D
I. Sanitation of Physical Facilities	
Remove accumulated trash from rooms	A
Air room	B
Air bedding, mattresses, and pillows	C
Turn mattress	C
Disinfect beds	D
J. Child Care	
Treat minor injuries such as scratches for children	C
Assist with feeding children	C
Discipline children when necessary	C
Supervise play of children	C
Comfort hurt or upset child	C
Supervise rest periods for children	C
Assist with bathing of children	C
Supervise and instruct children in performing chores	C
Assist children in preparation for nap times	C
Assist children in preparation for bed	C
Tell or read stories to children	C
Prepare baby formula	D

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
K. Inspection of Physical Facilities	
Check lights and room equipment for needed replacement and repair	C
Check rooms for missing items	D
Inspect rooms for damage	D
Report items missing from rooms	D
Check rooms for items left by guests	D
Make room reports	D
L. Miscellaneous (non-clustered) Tasks	
Operate within available family finances	A
Provide companionship and compassion for adults	A
Identify time, money, property, space and ability available to do the job	B
Adjust heat and ventilation	B
Assist with mending	B
Guide and direct appropriate family members in assuming various tasks	C

TASKS PERFORMED BY HOTEL/MOTEL HOUSEKEEPING AIDES ARRANGED IN CLUSTERS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks[a]
A. Replacement of Linens	
Replace supplies in bedroom and bathroom	A
Make beds	A
Remove soiled bed and bath linens	A
Provide guest with additional or extra guest supplies	B
B. Inspection of Physical Facilities	
Check rooms for items left by guests	A
Check lights and room equipment for needed replacement and repair	A
Report items missing from rooms	A
Check rooms for missing items	A
Inspect rooms for damage	A
Make room reports	A

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[a] An A indicates a task which is performed several times a week; B indicates a task which is performed several times a month; C indicates a task which is performed several times a year; D indicates a task which is performed less than once a year; and - indicates a task which is never done.

HOTEL/MOTEL HOUSEKEEPING AIDE TASKS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
C. Performance of General Cleaning Tasks	
Clean mirrors	A
Dust woodwork, furniture, picture frames, light fixtures, and radiators	A
Wash and dry bathroom fixtures, such as sinks, toilets, and showers	A
Remove spots from woodwork	A
Wash tile walls	A
Prepare articles and equipment on cart	A
Remove spots from furniture	B
Wash windows	B
Clean closets	B
Clean shelves	B
Choose products, techniques, practices, and equipment appropriate for the job at hand	C
Vacuum draperies	D
D. Sanitation of Physical Facilities	
Remove accumulated trash from rooms	A
Air room	A
Turn mattress	B
Air bedding, mattresses and pillows	C
Disinfect beds	D
E. Maintenance of Floors	
Vacuum floors, rugs, and/or carpets	A
Scrub bathroom floors	A
Scrub floors other than bathroom floors	C
Remove spots from rugs	C
Clean rugs or carpet by hand	C
Wax or apply finish to floors	D
F. Provisions for Safety	
Identify hazardous conditions	A
Report accidents to proper person	B
Assist in correcting hazardous conditions	C
Recognize and report indications of personal, physical, and mental problems	C
Give first aid	D

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
G. Laundry Procedures[a]	
1. Washing	
Sort and count linens sent to laundry	B
Remove or treat stains from items to be laundered	D
Pretreat heavily soiled items for laundry	D
Prepare washing solution by selecting appropriate detergents, bleaches, and other laundry products	D
Select appropriate water temperature for laundry	D
Do light laundry	D
2. Drying	
Hang clothes on line for drying	D
Dry clothes by machine	B
3. Ironing and storage	
Fold and sort clean laundry	C
Iron clothes by hand	D
Check linens returned from laundry	C
H. Maintenance of Kitchen	
1. Care of tableware[a]	
Scrape and stack dishes	D
Wash dishes by hand	D
Wash water glasses	A
Prepare dishes for automatic dishwasher	-
Operate and empty dishwasher	D
Store dishes	D

---

[a] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
2. Care of appliances and work areas	
Clean work tables and sinks in kitchen	D
Clean and/or defrost refrigerator	D
Clean oven	-
I. Care of Ill and Disabled Adults	
Remove from room personal clothing of guests or disabled persons	C
Relieve persons of the physical responsibility of their tasks as needed	D
Turn back the bed for guest of disabled person	D
Remind person of physician's orders and help the person carry out these orders	D
Run errands for the disabled or ill	D
Assist adults with bath	-
Feed disabled adults	-
Assist with dressing of disabled or ill	-
Write letters for the disabled or ill	-
Disinfect and sterilize equipment for the ill person	-
Assist adults with care of dentures	-
Assist ill or disabled person clean drawers	-
Assist in caring for the hair of disabled or ill	-
Prepare trays for ill or disabled person	-
J. Child Care	
Comfort hurt or upset child	D
Supervise rest periods for children	D
Assist with feeding children	D
Assist with bathing of children	D
Tell or read stories to children	-
Supervise rest periods for children	-
Assist children in preparation for bed	-
Supervise and instruct children in performing chores	-
Discipline when necessary	-
Assist children in preparation for naptime	-
Prepare baby formula	-
Treat minor injuries such as scratches for children	-

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
K. Food Production[a]	
1. Menu planning	
Plan meals	-
Adapt family meals to meet basic daily nutritional requirements	-
Adapt family meals to conform to diets recommended by doctor	D
Plan use of leftovers	D
Select recipes	-
Check menu for interest and attractiveness	-
Take inventories of food supplies	-
Prepare market order	-
Purchase food	-
Store food	-
2. Food preparation	
Clean, prepare and/or cook various foods	-
Prepare between meal nourishments	-
3. Food service	
Set table	-
Prepare person for meal on time	-
Serve meals	-
Deliver meal trays to rooms	D
Tell person being served interesting items about food served	-
Remove soiled dishes from room	B

---

[a] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
L. Miscellaneous (non-clustered) Tasks	
Assist with mending	A
Adjust heat and ventilation	A
Identify time, money, property, space, and ability available to do the job	C
Operate within available family finances	D
Guide and direct appropriate family members in assuming various tasks	D

TASKS PERFORMED BY NURSING HOME HOUSEKEEPING AIDES ARRANGED IN CLUSTERS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks[a]
A. Performance of General Cleaning Tasks	
Wash and dry bathroom fixtures such as sinks, toilets, and showers	A
Clean mirrors	A
Dust woodwork, furniture, picture frames, light fixtures, and radiators	A
Remove spots from furniture	A
Wash tile walls	A
Remove spots from woodwork	A
Wash windows	A
Clean closets	B
Clean shelves	B
Prepare articles and equipment on cart	C
Vacuum draperies	C
Choose products, techniques, practices, and equipment for job at hand	D
B. Sanitation of Physical Facilities	
Remove accummulated trash from rooms	A
Air room	A
Disinfect beds	B
Turn mattress	C
Air bedding, mattresses, and pillows	C

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[a] An A indicates a task which is performed several times a week; B indicates a task which is performed several times a month; C indicates a task which is performed several times a year; D indicates a task which is performed less than once a year; and - indicates a task which is never done.

NURSING HOME HOUSEKEEPING AIDE TASKS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
C. Maintenance of Floors	
Scrub bathroom floors	A
Scrub floors other than bathroom	A
Vacuum floors, rugs, and/or carpets	B
Wax or apply finish to floors	B
Remove spots from rugs	D
Clean rugs or carpet by hand	D
D. Provisions for Safety	
Report accidents to proper person	B
Identify hazardous conditions	B
Recognize and report indications of personal, physical, and mental problems	B
Assist in correcting hazardous conditions	C
Give first aid	D
E. Replacement of Linens	
Replace supplies in bedroom and bathroom	A
Remove soiled bedroom and bathroom linens	B
Make beds	B
Provide guest with additional or extra guest supplies	D
F. Inspection of Physical Facilities	
Report items missing from rooms	B
Check lights and room equipment for needed replacement and repair	B
Inspect rooms for damage	C
Check rooms for missing items	C
Make room reports	C
Check rooms for items left by guests	D

NURSING HOME HOUSEKEEPING AIDE TASKS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
G. Care of Ill and Disabled Adults	
Remove from room personal clothing of guests or disabled persons	B
Assist ill or disabled person clean drawers	C
Run errands for the disabled or ill	C
Relieve persons of the physical responsibility of their tasks as needed	C
Feed disabled adults	C
Turn back the bed for guest or disabled person	C
Disinfect and sterilize equipment for the ill person	C
Assist with dressing of disabled or ill	C
Remind person of physician's orders and help the person carry out these orders	D
Write letters for the disabled or ill	D
Assist adults with bath	D
Assist adults with care of dentures	D
Assist in caring for the hair of disabled or ill persons	D
Prepare trays for ill or disabled persons	D
H. Laundry Procedures[a]	
1. Washing	
Sort and count linens sent to laundry	D
Remove or treat stains from items to be laundered	C
Pretreat heavily soiled items for laundry	C
Prepare washing solution by selecting appropriate detergents, bleaches, and other laundry products	D
Select appropriate water temperature for laundry	D
Do light laundry	D

---

[a] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
2. Drying	
Hang clothes on line for drying	D
Dry clothes by machine	C
3. Ironing and storage	
Fold and sort laundry	B
Iron clothes by hand	D
Check linens returned from laundry	C
I. Food Production[a]	
1. Menu planning	
Plan meals	D
Adapt family meals to meet basic daily nutritional requirements	D
Adapt family meals to conform to diets recommended by doctor	D
Plan use of leftovers	D
Select recipes	-
Check menu for interest and attractiveness	D
Take inventories of food supplies	D
Prepare market order	D
Purchase food	-
Store food	D
2. Food preparation	
Clean, prepare, and/or cook various foods	D
Prepare between meal nourishments	D

---

[a] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
3. Food service	
Set table	D
Prepare person for meal on time	B
Serve meals	D
Deliver meal trays to rooms	C
Tell person being served interesting items about food served	D
Remove soiled dishes from the room	B
J. Maintenance of Kitchen	
1. Care of tableware[a]	
Scrape and stack dishes	C
Wash dishes by hand	D
Wash water glasses	D
Prepare dishes for automatic dishwasher	D
Operate and empty dishwasher	D
Store dishes	D
2. Care of appliances and work areas	
Clean and/or defrost refrigerator	D
Clean work tables and sinks in kitchen	D
Clean range or oven	D

---

[a] This cluster rearranged in logical order of performance.

NURSING HOME HOUSEKEEPING AIDE TASKS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
K. Child Care	
Comfort hurt or upset child	D
Treat minor injuries such as scratches for children	D
Assist with feeding children	D
Supervise play of children	D
Assist with bathing children	D
Supervise and instruct children in performing chores	D
Assist children in preparation for naptime	D
Supervise rest periods for children	D
Discipline children when necessary	D
Assist children in preparation for bed	D
Prepare baby formula	D
Tell or read stories to children	D
L. Miscellaneous (non-clustered) Tasks	
Provide companionship and compassion for adults	B
Adjust heat and ventilation	C
Identify time, money, property, space and ability available to do the job	C
Assist with mending	D
Guide and direct appropriate family members in assuming various tasks	D
Operate within available family finances	D

TASKS PERFORMED BY HOSPITAL HOUSEKEEPING AIDES ARRANGED IN CLUSTERS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks[a]
A. Management of Equipment and Supplies	
Store equipment appropriately after use	A
Prepare articles and equipment on utility cart for day's use	A
Clean equipment after use	A
Recommend needed improvement and repairs to proper person	A
Report cleaning supply needs	A
Choose products, techniques, practices and equipment for job at hand	B
B. Inspection of Patient Units	
Check lights and room equipment for replacement	A
Inspect rooms for damage	B
Report items missing from rooms	B
Check room for items left by patients	B
C. Performance of General Cleaning Tasks	
1. Care of furnishings[b]	
Move furniture as necessary for cleaning purposes	A
Dust woodwork, furniture, picture frames, light fixtures, and radiators	A
Clean with a damp cloth furniture within patient's room such as radiator, window sills	A
Clean metal furniture	A
Clean wood furniture	A
Remove spots from furniture	A
Wipe off vinyl covered upholstery	A

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[a] An A indicates a task which is performed several times a week; B indicates a task which is performed several times a month; C indicates a task which is performed several times a year; D indicates a task which is performed less than once a year; and - indicates a task which is never done.

[b] This cluster rearranged in logical order of performance.

HOSPITAL HOUSEKEEPING AIDE TASKS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
2. Up-keep of bathrooms	
Wash and dry bathroom fixtures such as sinks, toilets, and showers	A
Clean mirrors	A
Wash tile walls	B
3. Maintenance of structural features[a]	
Spot clean walls	A
Dry-dust walls	B
Wash walls by hand	D
Wash walls with wall washing machine	D
Remove spots from woodwork	A
Clean shelves	B
Clean closets	B
Clean glass partitions	B
Clean ceiling	D
D. Sanitation of Patient Units[a]	
Clean with a damp cloth furniture used directly by patient such as bed and telephone	A
Air room	B
Air bedding, mattresses, and pillows	C
Disinfect beds	B
Turn mattresses	C
Remove accummulated trash from rooms	A
Wash and dry wastebaskets	A
Insert fresh wastebasket liners in watebaskets	A
Periodically clean unoccupied unit	A
Report rodent and insect sightings	B
Use pesticide appropriately	D
E. Provisions for Safety	
Identify hazardous conditions	A
Assist in correcting hazardous conditions	B
Report accidents to proper person	C
Place caution signs where needed	C
Report unusual physical or mental problems of patient	C

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[a] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
F. Maintenance of Floors	
1. Manual procedures	
Scrub bathroom floors	A
Clean floors with a dust mop	A
Wet-mop and rinse floors	A
Spot-mop floors	B
Scrub floors	B
Mop corridors	C
Clean stairways with wet mop	C
Clean rugs or carpets by hand	D
2. Mechanical procedures	
Vacuum floors, rugs, and/or carpets	C
Remove spots from rugs	C
Buff floors with buffing machine	D
Wax or apply finish to floors	D
Operate wet pick-up vacuum to remove large amounts of water from floors	D
Use scrubbing machine to scrub floors	D
Machine shampoo rugs and carpet	D
G. Care of Isolation Units	
Wear special clothing to prevent infectious organisms from entering or leaving isolation unit	B
Clean and disinfect the isolation unit	C
Handle and dispose of contaminated trash from isolation units	C
Handle isolation unit laundry	D

HOSPITAL HOUSEKEEPING AIDE TASKS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
H. Linen Replacement and Disposal[a]	
Remove soiled bed and bath linens	D
Dispose of dirty linens in appropriate place	C
Make beds	C
Replace bath linens	D
Provide patients with additional disposable patient supplies	D
I. Care of Window Treatments	
Hang draperies after cleaning	C
Clean Venetian blinds	D
Vacuum draperies	D
J. Laundry Procedures	
Remove or treat stains from items to be laundered	D
Sort and count linens sent to laundry	D
Check linens returned from laundry	D
Store clean linens in appropriate place	D
K. Miscellaneous (non-clustered) Tasks	
Water and care for flowers as needed	B
Wash windows from the inside	B
Clean laundry storage areas	C
Clean assigned areas within kitchen	C
Adjust heat	D
Remove soiled dishes from room	D
Clean designated areas of pantry	D
Deliver meal trays to rooms	D

---

[a] This cluster rearranged in logical order of performance.

TASKS PERFORMED BY RESIDENTIAL MAIDS ARRANGED IN CLUSTERS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks[a]
A. Management of Equipment and Supplies[b]	
Select techniques or practices for job at hand	A
Locate cleaning solutions and equipment for use at each home	A
Choose equipment for job at hand	A
Choose products for job at hand, such as Windex, Pledge, etc.	A
Use cleaning equipment such as vacuum, electric broom, etc.	A
Use special cleaning solutions where desirable or as requested (such as vinegar-water solution on mirrors)	A
Clean equipment after use (such as mops, sponges, gloves)	A
Empty vacuum cleaner or electric broom	A
Replace bags in vacuum cleaner or electric broom	A
Store equipment appropriately after use	A
Store cleaning solution after use	A
Report cleaning supply needs	A

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[a] An A indicates a task which is performed several times a week; B indicates a task which is performed several times a month; C indicates a task which is performed several times a year; D indicates a task which is performed less than once a year; and - indicates a task which is never done.

[b] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
B. Job Requirements in Each Home	
Look for task list at each home	B
Work around pets	B
Talk to *employer or fellow employee* to learn recommended cleaning procedures	B
Talk to *homeowner* to learn recommended cleaning procedures	B
Establish favorable working climate with children who are present in the home	B
Keep records of the amount of time spent at each household	B
C. Performance of General Cleaning Tasks	
1. Up-keep of bathrooms[a]	
Wash and dry bathroom fixtures such as brass, copper, gold, and chrome	A
Clean glass or plastic shower door	A
Clean shower curtain	B
Remove mold from bathroom and shower areas	A
Wash tile walls	A
Clean filters in vents in kitchen and/or bathroom	C

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[a] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
2. Care of furnishings[a]	
Move furniture as necessary for cleaning purposes	A
Dust woodwork, furniture, picture frames, and light fixtures	A
Clean metal furniture	A
Clean wood furniture	A
Wax wood furniture	A
Remove spots from upholstered furniture	C
Wipe off vinyl covered upholstery	A
Shampoo upholstered furniture	C
Reshape throw pillows	A
Turn seat cushions on davenports or chairs	B
Dust collections and return to proper place	A
Clean special metal surfaces such as brass, copper, gold, and chrome	B
Clean mirrors	A
3. Maintenance of structural features[a]	
Spot clean walls	B
Dry-dust walls	B
Wash walls by hand	C
Remove spots from woodwork	A
Clean varnished woodwork	B
Wash and dry painted woodwork	B
Clean shelves	B
Clean closets	B
Restore order in closets	C
Clean fireplace and hearth	B
Clean glass partitions	A
Clean windows from inside	B
Dry-dust ceiling	B
Wash ceilings	C
Clean ceiling light fixtures	C
Check lights for replacement	C
Replace light bulbs if necessary	B

---

[a] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
D. Maintenance of Floors	
1. Manual procedures	
Shake rugs	A
Clean floors with a dust mop	A
Sweep floors with a broom	A
Scrub floors	B
Wet-mop and rinse floors	B
Spot-mop floors	B
Sweep concrete floors such as basement or garage	B
Shampoo rugs or carpet by hand	C
2. Mechanical procedures	
Vacuum floors, rugs, and/or carpets	A
Wax or apply finish to floors	B
Use scrubbing machine to scrub floors	B
Buff floors with buffing machine	B
Remove spots from rugs	C
Machine shampoo rugs and carpets	D
E. Linen Replacement and Disposal[a]	
Remove soiled bed linens	B
Dispose of dirty linens in appropriate place	B
Make beds	A
Remove soiled bath linens	B
Hang clean bath linens	C

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[a] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
F. Maintenance of Kitchen[a]	
1. Care of appliances	
Clean exterior of range	A
Clean burner drip pans on range	B
Clean oven	B
Clean and/or defrost refrigerator	C
Clean interior of refrigerator	B
Clean small kitchen appliances such as mixers, blenders	B
2. Maintenance of work areas	
Clean porcelain enamel sinks	A
Clean stainless steel sinks	A
Clean small kitchen articles such as canisters, spice racks, etc.	A
Wash and dry exteriors of kitchen cupboards	B
Clean cupboard interiors	B
Replace shelf paper in cupboards	B
Use silicone spray on drawer runners	C
3. Care of tableware	
Wash dishes by hand	B
Dry dishes	C
Prepare dishes for automatic dishwasher	B
Load automatic dishwasher	B
Operate automatic dishwasher	C
Empty automatic dishwasher	C
Store dishes	C
Polish silver	C

---

[a] This cluster rearranged in logical order of performance.

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
G. Provisions for Safety	
Report hazardous conditions such as frayed electrical cords	B
Recommend needed improvements and repairs to proper person	B
Assist in correcting hazardous conditions	C
H. Sanitation of Physical Facilities	
Remove accumulated trash from rooms	A
Wash and dry wastebaskets	A
Insert fresh wastebasket liners in wastebaskets	A
Air room	B
Air bedding, mattresses, and pillows	C
Turn mattress	C
Report rodent and insect sightings	C
Use pesticides appropriately	D
I. Care of Window Treatments[a]	
Vacuum draperies	B
Have draperies cleaned by a commercial dry cleaner	C
Hang draperies after cleaning	C
Dust Venetian blinds	B
Wash Venetian blinds	C
J. Care of Floral Arrangements and Plants	
Water and care for plants	B
Clean artificial flowers	C
Wash or dust leaves of plants	C
Rearrange clean artificial flowers in container	C

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[a] This cluster rearranged in logical order of performance

RESIDENTIAL MAID TASKS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
K. Laundry Procedures [a]	
1. Washing	
Sort laundry before washing	C
Sort and count linens sent to laundry	D
Remove or treat stains from items to be laundered	D
Select appropriate water temperature for laundry	C
Do laundry using washer	C
2. Drying	
Hang clothes on line for drying	C
Select appropriate temperature for dryer	C
Dry clothes using clothes dryer	C
3. Ironing and storage	
Fold and sort clean clothing and household articles	B
Iron clothes	C
Store clean linens in appropriate place	C
L. Duties Outside the House	
Sweep walk or steps outside house entrances	B
Wash windows from the outside	C
Water outside flowers	D
Remove screens or storm windows	D
Install screens or storm windows	D
M. Miscellaneous (non-clustered) Tasks	
Clean laundry storage areas	C

---

[a] This cluster rearranged in logical order of performance

AREAS CLEANED BY HOSPITAL HOUSEKEEPING AIDES

Areas Cleaned (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks[a]
Patient rooms	A
Public bathrooms	A
Utility closet containing cleaning equipment	A
Lounges	A
Dismissal unit	B
Offices	B
Lobby	B
Labor room	C
Isolation unit	C
Corridors	C
Nursery	C
Delivery room	C
Emergency room	C
X-Ray room	C
Kitchen	C
Lab	C
Elevators	C
Stairs	C
Operating room	C
Chapel	D
Pantry	D

---

[a] An A indicates a task which is performed several times a week; B indicates a task which is performed several times a month; C indicates a task which is performed several times a year; D indicates a task which is performed less than once a year; and - indicates a task which is never done.

AREAS CLEANED BY RESIDENTIAL MAIDS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks[a]
Living room	A
Dining room	A
Bedroom	A
Bathroom	A
Family room	A
Home office or den	A
Stairway	A
Kitchen	A
Entry way	A
Laundry area	A
Utility room	A
Nursery	B
Basement	B
Closets	B
Patio	C
Breezeway	C
Screened-in porch	C
Garage	C

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[a] An A indicates a task which is performed several times a week; B indicates a task which is performed several times a month; C indicates a task which is performed several times a year; D indicates a task which is performed less than once a year; and - indicates a task which is never done.

TASKS PERFORMED ACROSS INSTITUTIONAL AND HOUSEHOLD SERVICE OCCUPATIONS

In this section two-way matrices of task clusters are presented. In the first matrix are the task clusters for the executive and supervising housekeeper. In the second matrix, the six occupations reported are: custodian, homemaker/home health aide, hotel/motel housekeeping aide, nursing home housekeeping aide, hospital housekeeping aide, and residential maid. In each matrix the task clusters are presented vertically while the occupations are presented horizontally.

Clusters are arranged by commonality of performance across the occupations. Likewise, tasks are arrayed within job functions by performance across the total occupational group; that is, tasks are arrayed from those tasks performed commonly by several occupations to tasks unique to individual occupations. This ordering of tasks within job functions was not followed if tasks within a job function represented some logical work progression. In this case, tasks were arranged sequentially and the cluster marked to indicate the basis for array.

All cluster names and the items in the clusters in this matrix are not identical to those presented in the individual occupational matrices because all tasks were not asked respondents in each occupation. Therefore, tasks were judgmentally assigned to clusters which had been formulated by the cluster analysis procedure previously described.

Questionnaires for the executive housekeeper, custodian, hospital housekeeping aide, and residential maid were based on a one to five point scale. However, responses were coded so that a zero would indicate a task that was never done. Responses were coded according to the following plan: 0, I never do this task; 1, I do this task at least once a year; 2, I do this task at least once a month; 3, I do this task at least once a week; 4, I do this task daily.

For the occupations of executive housekeeper, custodian, hospital housekeeping aide, and the residential maid which are reported on a five point scale, the frequency of task performance is indicated by the following symbols: A, the task has a mean score of 3.00 to 4.00 which suggests the task is performed at least several times a week; B, the task has a mean score of 2.00 to 2.99 which suggests the task is performed several times a month; C, the task has a mean score of 1.00 to 1.99 which indicates the task is performed several times a year; D, the task has a mean score of .01 to .99 which suggests the task is performed less than once a year; -, the task has a mean score of .00 which suggests that the task is never done.

For the occupations of homemaker/home health aide, hotel/motel housekeeping aide, and nursing home housekeeping aide which are reported on a three point scale, the scale was divided so that the numerical divisions are essentially equivalent to the former divisions based on frequency of performance. The frequency of task performance is indicated as follows: A, the task has a mean score of 2.30 to 3.00 which suggests that the task is performed several times a week; B, the task has a mean score of 1.90 to 2.29 which suggests that the task is performed several times a month; C, the task has a mean score of 1.50 to 1.89 which suggests that the task is performed several times a year; D, the task has a mean score of 1.01 to 1.49 which suggests that the task is performed less than once a year; -, the task has a mean score of 1.00 which indicates that the task is never done.

Examination of the first matrix reveals commonality of clusters of tasks across the three executive and supervising housekeeping occupations. All tasks within the clusters were performed in all three occupations. Housekeeping procedures and planning procedures were both clusters most frequently performed in the executive housekeeping and supervising housekeeping occupations. Examination of the third occupation, housekeeping directors, reveals clusters; housekeeping procedures and safety and sanitation the most frequently performed. The linen procedures cluster was the least performed in all three occupations. There were no tasks that were not performed by any occupation, however differences in frequencies did occur, as can be observed in the matrix.

Examination of the second matrix reveals commonality and uniqueness of clusters of tasks when comparisons of the six occupations are made. Tasks related to safety, general cleaning, sanitation, and floor care are performed frequently by all occupations. Each occupation performs tasks in clusters concerning care of window treatments, management of cleaning equipment and supplies, linen replacement and disposal, maintenance of kitchen, and inspection of physical facilities; however, few tasks within clusters are commonly performed by all occupations. With the exception of the homemaker/home health aide the cluster laundry procedures was infrequently performed by all occupations.

Seven clusters represent unique tasks performed by single occupations. Three of these clusters, maintenance of outside facilities, operation and maintenance of power equipment, and preparation for group events, are specific tasks of the custodian. Two clusters are performed frequently only by the homemaker/home health aide; they are: food production and care of ill and disabled adults. Care of isolation units is unique to the hospital housekeeping aide, while performance of tasks related to job requirements in each home is unique to the residential maid.

TASKS PERFORMED IN INSTITUTIONAL AND HOUSEHOLD SERVICE OCCUPATIONS

Task Clusters	Performance Rate of Tasks		
	Occupations		
	Executive Housekeeper	Supervising Housekeeper	Housekeeping Directors
A. Housekeeping Procedures			
Makes memorandum of work and repairs to be done	A	A	B
Recommends needed improvements and repairs	A	A	A
Inspects and reports damages and missing items items	A	B	B
Keep supplies in storeroom or closet organized and accessible[a]	A	A	B
Maintains adequate stocks of supplies and equipment	B	B	B
Distributes supplies and equipment[a]	B	B	B
B. Planning Procedures			
Inspects work of persons under supervision[a]	A	A	A
Helps to coordinate housekeeping activities with the total operation of the institution[a]	A	A	A
Assigns areas of work for each employee[a]	A	A	C
Plans work schedules for employees	A	B	C
Schedules working hours for all housekeeping employees[a]	A	B	C
Sets up procedures and standards for jobs to be done	B	B	C
Revise housekeeping procedures to improve efficiency	B	B	B
C. Safety and Sanitation			
Inspects public spaces for cleanliness and order	A	A	A
Examines reports of improper cleaning and visually inspects area in question	A	A	B
Works with administration in meeting standards/requirements regarding safety-sanitation	B	A	A
Explain safety program to employees	B	B	B
Interprets sanitation code used in the area	B	B	C
Conduct ongoing program in pest control[a]	B	C	B

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[a] Tasks added on rational judgments.

Task Clusters	Performance Rate of Tasks		
	Occupations		
	Executive Housekeeper	Supervising Housekeeper	Housekeeping Directors
D. Personnel Management			
Sees that employees are dressed neatly and attractively in clean-well fitted uniforms	A	A	B
Investigates complaints made by staff and workers	A	A	A
Assists in resolving complaints regarding housekeeping services or equipment	A	A	B
Maintains records of the housekeeping department[a]	B	C	C
Assists in resolving guest complaints about rooms or service	A	A	A
Explains new policies or programs to supervisors and/or employees	B	B	B
Defines clear lines of authority for workers	B	A	C
Provides special instructions to meet change of policies or emergencies	B	B	B
Sets up payroll for employees supervised[a]	C	C	C
Corresponds with persons in similar positions and attends seminars - meetings to maintain and improve technical and managerial abilities[a]	C	C	D
Prepares budget for housekeeping expenses[a]	C	D	D
E. Training			
Explains and demonstrates housekeeping tasks to employees individually	B	B	C
Instructs employees on job in new procedures and the use of new equipment	B	B	C
F. Reporting to Manager			
Forwards supplies and material requisitions to manager or purchasing agent	B	B	C
Make regular reports to the management on progress of the department	B	B	C
Maintains and submits work reports to manager	B	B	D

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[a] Tasks added on rational judgments.

Task Clusters	Performance Rate of Tasks		
	Occupations		
	Executive Housekeeper	Supervising Housekeeper	Housekeeping Directors
G. Housekeeping Standards			
Sets standards for job performance (on the basis of job analysis)	A	B	C
Investigates and evaluates new housekeeping methods, supplies and equipment	B	B	B
Recommends relocation and use of equipment and space to improve efficiency	C	B	C
Inventories housekeeping supplies and equipment[a]	C	C	B
Conducts study of equipment use and space allocation to improve operating efficiency	C	B	B
H. Recruitment and Placement			
Assign new employees to work with experienced workers in learning housekeeping tasks	B	C	C
Interviews prospective employees	B	C	C
Hires and discharges employees	B	C	C
Recruits prospective employees	C	C	C
I. Furnishing and Decorating			
Purchases or assists in purchasing supplies and equipment	B	B	B
Suggests furnishings and refurnishings	C	C	C
Suggests cost of replacing missing or damaged articles	C	C	B
Confers with manager on coloring and arrangement for decorations and remodeling	C	C	B
Selects paints, fabrics, furniture	C	C	C

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[a] Tasks added on rational judgments.

Task Clusters	Performance Rate of Tasks Occupations Executive Housekeeper	 Supervising Housekeeper	 Housekeeping Directors
J. Linen Procedures			
Interprets linen mending procedures	C	C	D
Checks laundry bills for correct charges	C	C	D
Orders linen from the warehouse	C	C	D
K. Items Not Identified with Basic Clusters			
Gives directions to guests	B	A	B
Maintains lost and found file	B	B	C

TASKS PERFORMED IN INSTITUTIONAL AND HOUSEHOLD SERVICE OCCUPATIONS

Task Clusters	Performance Rate of Tasks[a]					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
A. Provisions for Safety						
Assist in correcting hazardous conditions	A	B	C	C	B	C
Identify hazardous conditions	A	A	B	B	A	.
Report accidents to proper person	B	B	B	B	C	.
Recognize and report indications of personal, physical, and mental problems	.	A	C	B	C	.
Give first aid	.	C	D	D	.	.
Place caution signs where needed	C	.	.	.	C	.
Report hazardous conditions such as frayed electrical cords	.	.	.	.	.	B
Test alarm and emergency equipment (bells, fire alarms, stand-by system)	B	.	.	.	.	.
Keep fire extinguishers in good working order	C	.	.	.	.	.
Inspect play equipment (swings, slides, etc.) for safety	C	.	.	.	.	.

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[a] An A indicates a task which is performed several times a week; B indicates a task which is performed several times a month; C indicates a task which is performed several times a year; D indicates a task which is performed less than once a year; - indicates a task which is never done; and . indicates a task not asked this occupation.

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
B. Performance of General Cleaning Tasks						
1. Maintenance of structural features						
Remove spots from woodwork	B	B	A	A	A	A
Clean shelves	.	B	B	B	B	B
a. Dust shelves	B	.	.	.	.	.
Clean closets	.	C	B	B	B	B
Clean glass partitions	B	.	.	.	B	A
Spot clean walls	B	.	.	.	A	B
Dry-dust walls	C	.	.	.	B	B
Wash windows	.	C	B	B	.	.
a. Wash windows from inside	C	.	.	.	B	B
Wash walls by hand	C	.	.	.	D	C
Restore order in closets	C	.	.	.	.	C
Clean ceiling	D	.	.	.	D	.
a. Dry-dust ceiling	.	.	.	.	.	B
b. Wash ceiling	.	.	.	.	.	C
Wash walls with wall washing machine	D	.	.	.	D	.
Clean varnished woodwork	.	.	.	.	.	B
Wash and dry painted woodwork	.	.	.	.	.	B
Clean fireplace and hearth	.	.	.	.	.	B
Clean ceiling light fixtures	.	.	.	.	.	C
Clean brick walls	C	.	.	.	.	.

INSTITUTIONAL AND HOUSEHOLD SERVICE OCCUPATIONS

Task Clusters	Performance Rate of Tasks Occupations Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
2. Care of furnishings						
Clean mirrors	A	B	A	A	A	A
Dust woodwork, furniture, picture frames, light fixtures, and radiators	.	A	A	A	A	A
a. Dust furniture	B	.	.	.	.	.
b. Dust radiators	B	.	.	.	.	.
c. Dust picture frames	C	.	.	.	.	.
d. Dust light fixtures	C	.	.	.	.	.
Remove spots from furniture	.	C	B	A	A	C
Move furniture as necessary for cleaning purposes	A	.	.	.	A	A
Clean wood furniture	B	.	.	.	A	A
Clean metal furniture	C	.	.	.	A	A
Wipe off vinyl covered upholstery	C	.	.	.	A	A
Wax wood furniture	.	.	.	.	.	A
Clean with a damp cloth furniture within patient's unit such as radiator, window sills	.	.	.	.	A	.
Dust collections and return to proper place	.	.	.	.	.	A
Turn seat cushions on davenports or chairs	.	.	.	.	.	B
Clean special metal surfaces such as brass, copper, gold, and chrome	.	.	.	.	.	B
Vacuum furniture	C	.	.	.	.	.
Remove spots from upholstered furniture	.	.	.	.	.	C
Shampoo upholstered furniture	.	.	.	.	.	C

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
3. Upkeep of bathrooms						
Wash and dry bathroom fixtures such as sinks, toilets, and showers	A	A	A	A	A	A
Wash tile walls	.	C	A	A	B	A
Clean glass or plastic shower door	.	.	.	.	.	A
Remove mold from bathroom and shower areas	.	.	.	.	.	A
Clean shower curtain	.	.	.	.	.	B
Clean block tiles	C	.	.	.	.	.
Clean filters in vents in kitchen and/or bathroom	.	.	.	.	.	C
C. Sanitation of Physical Facilities						
Remove accumulated trash from rooms	A	A	A	A	A	A
Air room	.	B	A	A	B	B
Turn mattress	.	C	B	C	C	C
Air bedding, mattresses, and pillows	.	C	C	C	C	C
Disinfect beds	.	D	D	B	B	.
Insert fresh wastebasket liners in wastebaskets	B	.	.	.	A	A
Wash and dry wastebaskets	B	.	.	.	A	A
Report rodent and insect sightings	C	.	.	.	B	C
Use pesticides appropriately	C	.	.	.	D	D
Dispose of dirty linens in appropriate place	.	.	.	.	C	B
Clean with a damp cloth furniture used directly by patient such as bed, telephone	.	.	.	.	A	.
a. Damp wipe telephone	C	.	.	.	.	.
Periodically clean unoccupied unit	.	.	.	.	A	.
Wash drinking fountain with disinfectant	A	.	.	.	.	.
Remove vomited matter from floors	B	.	.	.	.	.
Remove vomited matter from furniture	B	.	.	.	.	.

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
D. Maintenance of Floors						
1. Manual procedures						
Scrub floors other than bathroom floors	B	A	C	A	B	B
Scrub bathroom floors	A	A	A	A	A	.
Clean rugs or carpet by hand	.	C	C	D	D	.
Clean floor with a dust mop	A	.	.	.	A	A
Wet-mop and rinse floors	.	.	.	.	A	B
Sweep concrete floors	A	.	.	.	.	B
Spot-mop floors	.	.	.	.	B	B
Mop corridors	B	.	.	.	C	.
Clean stairways with a wet mop	B	.	.	.	C	.
Shampoo rugs or carpet by hand	D	.	.	.	.	C
Shake rugs	.	.	.	.	.	A
Sweep floors with a broom	.	.	.	.	.	A
2. Mechanical proceedures						
Vacuum floors, rugs, and/or carpets	B	A	A	B	C	A
Remove spots from rugs	B	C	C	D	C	C
Wax or apply finish to floors	C	C	D	C	D	B
Buff floors with buffing machine	C	.	.	.	D	B
Use scrubbing machine to scrub floors	C	.	.	.	D	B
Machine shampoo rugs and carpet	D	.	.	.	D	D
Operate wet pick-up vacuum to remove large amounts of water from floors	C	.	.	.	D	.

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
E. Care of Window Treatments						
Vacuum draperies	D	D	D	C	D	B
Hang draperies after cleaning	D	.	.	.	C	C
Clean Venetian blinds	D	.	.	.	D	.
a. Dust Venetian blinds	.	.	.	.	.	B
b. Wash Venetian blinds	.	.	.	.	.	C
Have draperies cleaned by a commercial dry cleaner	.	.	.	.	.	C

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
F. Management of Cleaning Equipment and Supplies						
Prepare articles and equipment on utility cart for day's use	.	D	A	C	A	.
Choose products, techniques, practices, and equipment for job at hand	.	B	C	D	B	.
a. Choose techniques for job at hand	.	.	.	.	.	A
b. Choose equipment for job at hand	.	.	.	.	.	A
c. Choose products for job at hand	.	.	.	.	.	A
Store equipment appropriately after use	A	.	.	.	A	A
Clean equipment after use	A	.	.	.	A	A
Report cleaning supply needs	B	.	.	.	A	A
Recommend needed improvement and repairs to proper person	.	.	.	.	A	B
Use cleaning equipment such as vacuum cleaner or electric broom	.	.	.	.	.	A
Store cleaning solution after use	.	.	.	.	.	A
Locate cleaning solutions and equipment for use at each home	.	.	.	.	.	A
Use special cleaning solutions where desirable or as requested (such as vinegar-water solution for mirrors)	.	.	.	.	.	A
Empty vacuum cleaner or electric broom	.	.	.	.	.	A
Replace bags in vacuum cleaner or electric broom	.	.	.	.	.	A
Clean power equipment (buffers, scrubbers, vacuums)	B	.	.	.	.	.
Repair manually operated equipment (ladders, brushes, wringers)	B	.	.	.	.	.
Make an inventory of cleaning equipment on hand	C	.	.	.	.	.
Report condition of cleaning equipment on hand	C	.	.	.	.	.
Purchase cleaning supplies	C	.	.	.	.	.

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
G. Inspection of Physical Facilities						
Adjust heat	A	B	A	C	D	.
a. Adjust heating and cooling for large public areas	B	.	.	.	.	.
Check lights and room equipment for replacement	.	C	A	B	A	.
a. Replace light bulbs if necessary	A	.	.	.	.	C
b. Check lights for replacement	.	.	.	.	.	C
Check room for items left by guests or patients	.	D	A	D	B	.
Make room reports	.	D	A	C	.	.
Inspect rooms for damage	A	.	.	.	B	.
Report items missing from rooms	B	.	.	.	B	.
Lock entrance and outside doors	A	.	.	.	.	.
Unlock entrance and outside doors	A	.	.	.	.	.
Close windows	A	.	.	.	.	.
Check clocks throughout building for correct time	B	.	.	.	.	.
Check fuel supply	B	.	.	.	.	.
Reset electrical circuit breakers	B	.	.	.	.	.
Check elevators for proper working conditions	D	.	.	.	.	.
Read electric meters	D	.	.	.	.	.
Read water meters	D	.	.	.	.	.

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
H. Linen Replacement and Disposal						
Make beds	.	A	A	C	C	A
Replace bed and bath linens	.	B	A	A	D	C
Remove soiled bed and bath linens	.	A	A	C	D	.
a. Remove soiled bed linens	.	.	.	.	.	C
b. Remove soiled bath linens	.	.	.	.	.	C
Provide guests or patients with additional disposable patient supplies	.	D	B	D	D	.
a. Refill paper towel dispensers	A	.	.	.	.	.
Dispose of dirty linens in appropriate place	.	.	.	.	C	B
Collect soiled linen from social gatherings (tablecloths, napkins)	D	.	.	.	.	.
I. Laundry Procedures[a]						
1. Washing						
Sort and count linens sent to laundry	.	C	B	D	D	.
Sort laundry before washing	.	.	.	.	.	C
Launder dirty uniforms	C	.	.	.	.	.
Remove or treat stains from items to be laundered	.	B	D	C	D	C
Pretreat heavily soiled items for laundry	.	C	D	C	.	.
Prepare washing solution by selecting appropriate detergents, bleaches, and other laundry products	.	B	D	D	.	.
Select appropriate water temperature for laundry	.	B	D	D	.	C
Do light laundry	.	B	D	D	.	.
Do laundry using washer	.	.	.	.	.	C

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[a] This cluster rearranged in logical order of performance.

Task Clusters	Performance Rate of Tasks Occupations Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
2. Drying						
Hang clothes on line for drying	.	B	D	D	.	C
Select appropriate temperature for dryer	.	.	.	.	.	C
Dry clothes by machine	.	B	D	C	.	C
3. Ironing and storage						
Fold and sort clean laundry	.	B	C	C	.	B
Check linens returned from laundry	.	C	C	C	D	.
Iron clothes by hand	.	A	D	D	.	C
Store clean linens in appropriate place	.	.	.	.	D	C
J. Maintenance of Kitchen						
1. Maintenance of work areas						
Clean work tables and sinks in kitchen	.	A	D	D	.	.
Clean porcelain enamel sinks	.	.	.	.	.	A
Clean small kitchen articles such as canisters, and spice racks	.	.	.	.	.	A
Clean stainless steel sinks	.	.	.	.	.	A
Wash and dry exteriors of kitchen cupboards	.	.	.	.	.	B
Clean cupboard interiors	.	.	.	.	.	D
Replace shelf paper in cupboards	.	.	.	.	.	B
Use silicone spray on drawer runners	.	.	.	.	.	C
Help arrange and store kitchen supplies	C	.	.	.	.	.
Clean assigned areas within kitchen	.	.	.	.	C	.
Clean designated area of pantry	.	.	.	.	D	.

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
2. Care of appliances[a]						
Clean exterior of range	.	.	.	.	.	A
Clean oven	.	B	-	-	.	B
Clean burner drip pans on range	.	.	.	.	.	B
Clean and/or defrost refrigerator	.	B	D	D	.	C
Clean interior of refrigerator	.	.	.	.	.	B
Clean small kitchen appliances such as mixers, blenders	.	.	.	.	.	B
3. Care of tableware[a]						
Scrape and stack dishes	.	A	D	C	.	.
Wash dishes by hand	.	A	D	D	.	C
Wash water glasses	.	A	A	D	.	.
Dry dishes	.	.	.	.	.	C
Prepare dishes for automatic dishwasher	.	C	-	D	.	C
Load automatic dishwasher	.	.	.	.	.	C
Operate and empty dishwasher	.	D	D	D	.	.
a. Operate automatic dishwasher	.	.	.	.	.	C
b. Empty automatic dishwasher	.	.	.	.	.	C
Store dishes	.	A	D	D	.	C
Polish silver	.	.	.	.	.	C

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[a] This cluster rearranged in logical order of performance.

Task Clusters	Performance Rate of Tasks Occupations Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
K. Food Production [a]						
1. Menu planning						
Plan meals	.	B	-	D	.	.
Adapt family meals to meet basic daily nutritional requirements	.	A	-	D	.	.
Adapt family meals to conform to diets recommended by doctor	.	B	D	D	.	.
Plan use of leftovers	.	A	D	D	.	.
Select recipes	.	B	-	-	.	.
Check menu for interest and attractiveness	.	B	-	D	.	.
Take inventories of food supplies	.	B	-	D	.	.
Prepare market order	.	B	-	D	.	.
Purchase food	.	C	-	-	.	.
Store food	.	B	-	D	.	.
2. Food preparation						
Clean, prepare, and/or cook various foods	.	A	-	D	.	.
Prepare between meal nourishments	.	B	-	D	.	.
3. Food service						
Set table	.	A	-	D	.	.
Prepare person for meal on time	.	B	-	D	.	.
Serve meals	.	A	-	D	.	.
Deliver meal trays to rooms	.	C	D	C	D	.
Tell person being served interesting items about food served	.	C	-	D	.	.
Remove soiled dishes from room	.	A	D	A	D	.

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[a] This cluster rearranged in logical order of performance.

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
L. Care of Ill and Disabled Adults						
Remove from room personal clothing of guests or disabled persons	.	C	B	C	.	.
Relieve persons of the physical responsibility of their tasks as needed	.	A	D	C	.	.
Turn back bed for guest or disabled persons	.	B	D	C	.	.
Assist with dressing of disabled or ill	.	B	-	C	.	.
Run errands for the disabled or ill	.	B	D	C	.	.
Feed disabled adults	.	C	-	C	.	.
Disinfect and sterilize equipment for the ill person	.	C	-	C	.	.
Assist ill or disabled person clean drawers	.	C	-	C	.	.
Remind person of physician's orders and help the person carry out these orders	.	A	D	D	.	.
Assist in caring for the hair of disabled or ill persons	.	B	-	D	.	.
Prepare trays for ill or disabled persons	.	B	-	D	.	.
Assist adults with bath	.	C	-	D	.	.
Write letters for the disabled or ill	.	C	-	D	.	.
Assist adults with care of dentures	.	C	-	D	.	.

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Home/Comm. Health Aide	Hotel/Motel Hskp. Aide	Nursing Hm. Hskp. Aide	Hospital Hskp. Aide	Residential Maid
M. Child Care						
Treat minor injuries such as scratches for children	.	C	-	D	.	.
Assist with feeding children	.	C	D	D	.	.
Discipline children when necessary	.	C	-	D	.	.
Supervise play of children	.	C	-	D	.	.
Comfort hurt or upset child	.	C	-	D	.	.
Supervise rest periods for children	.	C	-	D	.	.
Assist with bathing of children	.	C	-	D	.	.
Supervise and instruct children in performing chores	.	C	-	D	.	.
Assist children in preparation for nap time	.	C	-	D	.	.
Assist children in preparation for bed	.	C	-	D	.	.
Tell or read stories to children	.	C	-	D	.	.
Prepare baby formula	.	C	-	D	.	.
N. Floral Arrangements and Plants						
Water and care for plants	C	.	.	.	B	B
Clean artificial flowers	.	.	.	.	.	C
Wash or dust leaves of plants	.	.	.	.	.	C
Rearrange clean artificial flowers in container	.	.	.	.	.	C

Task Clusters	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
	Performance Rate of Tasks					
	Occupations					
O. Maintenance of Outside Facilities						
Wash windows from the outside	C	•	•	•	•	C
Sweep sidewalks	B	•	•	•	•	•
a. Sweep walk or steps outside house entrances	•	•	•	•	•	B
Perform flag duties	A	•	•	•	•	•
Remove snow and debris from sidewalks	B	•	•	•	•	•
Salt and sand sidewalks	B	•	•	•	•	•
Mow lawn	B	•	•	•	•	•
Replace broken glass windows	C	•	•	•	•	•
Maintain athletic fields	C	•	•	•	•	•
Store playground and gym equipment	C	•	•	•	•	•
Trim shrubbery	C	•	•	•	•	•
Clean window screens	C	•	•	•	•	•
Rake leaves	D	•	•	•	•	•
Set up outside bleachers	D	•	•	•	•	•
Repair roof of building	D	•	•	•	•	•
Apply fertilizer to lawn	D	•	•	•	•	•
Water outside flowers	•	•	•	•	•	-
Remove screens or storm windows	•	•	•	•	•	-
Install screens or storm windows	•	•	•	•	•	-
P. Care of Isolation Units						
Wear special clothing to prevent infectious organisms from entering or leaving isolation unit	•	•	•	•	B	•
Clean and disinfect the isolation unit	•	•	•	•	C	•
Handle and dispose of contaminated trash from isolation units	•	•	•	•	C	•
Handle isolation unit laundry	•	•	•	•	D	•

INSTITUTIONAL AND HOUSEHOLD SERVICE OCCUPATIONS

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Homemaker/Home Health Aide	Hotel/Motel Hskg. Aide	Nursing Home Hskg. Aide	Hospital Hskg. Aide	Residential Maid
Q. Operation and Maintenance of Power Equipment						
Check boiler unit	A	•	•	•	•	•
Make minor repairs on equipment	A	•	•	•	•	•
Perform minor plumbing repairs	B	•	•	•	•	•
Perform minor repair on heating plant or auxillaries	B	•	•	•	•	•
Operate incinerator	B	•	•	•	•	•
Oil and grease manual equipment	B	•	•	•	•	•
Replace faulty faucet valves and washers	B	•	•	•	•	•
Oil and grease boiler equipment	B	•	•	•	•	•
Perform minor electrical wiring	C	•	•	•	•	•
Repair power equipment	C	•	•	•	•	•
Perform minor repairs on furnace	C	•	•	•	•	•
Clean exhaust fan filters	C	•	•	•	•	•
Clean unit ventilators and air conditioning filters	C	•	•	•	•	•
R. Job Requirements in Each Home						
Look for task list at each home	•	•	•	•	•	B
Work around pets	•	•	•	•	•	B
Talk to employer or fellow employee to learn recommended cleaning procedures	•	•	•	•	•	B
Talk to homeowner to learn recommended cleaning procedures	•	•	•	•	•	B
Establish favorable working climate with children who are present in the home	•	•	•	•	•	B
Keep records of the amount of time spent at each household	•	•	•	•	•	B

INSTITUTIONAL AND HOUSEHOLD SERVICE OCCUPATIONS

Task Clusters	Performance Rate of Tasks					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
6. Preparation for Group Events						
Wash chalkboards and clean erasers	B	.	.	.	.	.
Remove gum from desks, tables, and chairs	B	.	.	.	.	.
Arrange furniture for classes or conventions	B	.	.	.	.	.
Adjust seats and chairs	C	.	.	.	.	.
Set up public address systems	C	.	.	.	.	.
Adjust public address systems	C	.	.	.	.	.
Raise and lower desks	C	.	.	.	.	.
Set up audio visual equipment	D	.	.	.	.	.
Maintain audio visual equipment	D	.	.	.	.	.
Set up convention and sales displays	D	.	.	.	.	.
Post signs for advertising	D	.	.	.	.	.
Decorate rooms for social gatherings	D	.	.	.	.	.
7. Miscellaneous (non-clustered) Tasks						
Identify time, money, property, space and ability available to do the job	.	B	C	C	.	.
Operate within available family finances	.	A	D	D	.	.
Provide companionship and compassion for adults	.	A	-	B	.	.
Assist with mending	.	B	D	D	.	.
Guide and direct appropriate family members in assuming various tasks	.	C	D	D	.	.
Clean laundry storage areas	.	.	.	.	C	C
Receive complaints for repairs needed in rooms	A	.	.	.	.	.
Organize storerooms	B	.	.	.	.	.
Supervise night events	C	.	.	.	.	.
Do routine painting	C	.	.	.	.	.
Clean elevators	D	.	.	.	.	.
Check attendance at noon lunch hour	D	.	.	.	.	.
Collect fees at noon lunch hour	D	.	.	.	.	.

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APPENDIX A: RESOURCE PERSONNEL

RESOURCE PERSONNEL

Many of the persons in the Career Education Division, of the Iowa Department of Public Instruction, were consulted for this research project. Other educators in Iowa were contacted informally. The following persons were specifically asked for advice on this project and their many helpful suggestions were greatly appreciated.

Mr. David Brown; Executive Housekeeper, Mary Greeley Hospital, Ames, Iowa.

Mr. Donald Bently; Executive Housekeeper, Iowa Methodist Hospital, Des Moines, Iowa.

Mr. Simeon Gordon Dowell, Instructor, Fire Service Education, Iowa State University, Ames, Iowa.

Jean Andrew, owner, Sparkle Maid Service, Gilbert, Iowa.

Mr. Charles F. Frederiksen, Director of Housing, Iowa State University, Ames, Iowa.

Mr. Maurice Williams and Mr. Roger Satory, Executive Housekeepers, Drake University, Des Moines, Iowa.

Miss Agnes Gutmann, Executive Housekeeper, Cedar Rapids, Iowa.

APPENDIX B: TASK CHECKLISTS AND INSTRUCTION SHEET

TASKS IN INSTITUTIONAL AND HOME SERVICES

Instruction Sheet

The Home Economics Education Department at Iowa State University is presently conducting research to determine the tasks performed by employees in Institutional and Home Service Occupations. We have identified some tasks in the Executive Housekeeping and Head Housekeeping area but need your help in clarifying the tasks performed in your particular occupation.

The questionnaire consists of two parts. The first part concerns information about yourself to help us determine the characteristics of people involved in these occupations. Please fill in the blanks completely. It is very important that blanks not be left empty.

The second part of the questionnaire is in the form of a check list. This list includes many tasks which might be a part of your job. The list also includes many tasks which may in no way relate to your job. Please read each item very carefully and check according to the 1-5 scale listed below.

(1) Check column 1 if the task is one which you would never do in your job.

(2) Check column 2 if the task is one which you might do at least once a year in your job.

(3) Check column 3 if the task is one which you would do at least once a month in your job.

(4) Check column 4 if the task is one which you would do at least once a week in your job.

(5) Check column 5 if the task is one which you would do every day in your job.

On the reverse side of the checklist space is provided in which you may list tasks that are a part of your job which we may have omitted in our list and indicate how often you do it. It is very important to the study that each person identify any tasks which he performs that we may have omitted.

The term "Executive Housekeeper", or Head Housekeeper refers to those who supervise work activities of cleaning personnel to insure clean, orderly, attractive rooms in hotels, hospitals, and similar establishments.

HOUSEKEEPING TASKS CHECK LIST	1 I never do this task	2 I do this task at least once a year	3 I do this task at least once a month	4 I do this task at least once a week	5 I do this task daily
1. Recruits prospective employees					
2. Interviews prospective employees					
3. Hires and discharges employees					
4. Assign new employees to work with experienced workers in learning housekeeping tasks					
5. Explains and demonstrates housekeeping tasks to employees individually					
6. Instructs employees on job in new procedures and the use of new equipment					
7. Plans work schedules for employees					
8. Schedules working hours for all housekeeping employees					
9. Sets up procedures and standards for jobs to be done					
10. Assigns areas of work for each employee					
11. Maintains and submits work reports to manager					
12. Sets up payroll for employees supervised					
13. Prepares budget for housekeeping expenses					
14. Maintains records of the housekeeping department					
15. Make regular reports to the management on progress of the department					
16. Revise housekeeping procedures to improve efficiency					
17. Conducts study of equipment use and space allocation to improve operating efficiency					
18. Recommends relocation and use of equipment and space to improve efficiency					
19. Investigates and evaluates new housekeeping methods, supplies and equipment					
20. Inspects work of persons under supervision					
21. Sets standards for job performance (on the basis of job analysis)					
22. Examines reports of improper cleaning and visually inspects area in question					
23. Distributes supplies and equipment					
24. Checks laundry bills for correct charges					
25. Forwards supplies and material requisitions to manager or purchasing agent					
26. Inventories housekeeping supplies and equipment					
27. Maintains adequate stocks of supplies and equipment					

	1 I never do this task	2 I do this task at least once a year	3 I do this task at least once a month	4 I do this task at least once a week	5 I do this task daily
28. Keep supplies in storeroom or closet organized and accessible					
29. Interprets linen mending procedures					
30. Orders linen from the warehouse					
31. Inspects and reports damages and missing items					
32. Recommends needed improvements and repairs					
33. Makes memorandum of work and repairs to be done					
34. Suggests furnishings and refurnishings					
35. Confers with manager on coloring and arrangement for decorations and remodeling					
36. Selects paints, fabrics, furniture					
37. Purchases or assists in purchasing supplies and equipment					
38. Suggests cost of replacing missing or damaged articles					
39. Inspects public spaces for cleanliness and order					
40. Sees that employees are dressed neatly and attractively in clean, well-fitted uniforms					
41. Investigates complaints made by staff and workers					
42. Assists in resolving complaints regarding housekeeping services or equipment					
43. Assists in resolving guest complaints about rooms or service					
44. Gives directions to guests					
45. Works with administration in meeting standards/requirements regarding safety-sanitation					
46. Helps to coordinate housekeeping activities with the total operation of the institution					
47. Explains new policies or programs to supervisors and/or employees					
48. Provides special instructions to meet change of policies or emergencies					
49. Defines clear lines of authority for workers					
50. Corresponds with persons in similar positions and attends seminars-meeting to maintain and improve technical and managerial abilities					
51. Maintains lost and found file					
52. Conduct ongoing program in pest control					
53. Explain safety program to employees					
54. Interprets sanitation code used in the area					

PLEASE WRITE ADDITIONAL TASKS ON REVERSE SIDE OF PAGE.

TASKS OF CUSTODIANS

Instruction Sheet

What tasks do you perform as a Custodian?
How often do you perform these tasks?

The Home Economics Education Department at Iowa State University is presently conducting a study to determine the tasks performed by you, the Custodian. We have identified some tasks performed within this occupation, but we need your help in clarifying the tasks performed in your particular job.

The following questionnaire consists of two parts. Part I concerns information about yourself to help us determine the characteristics of Custodians. Please answer each question completely.

Part II of the questionnaire is in the form of a task check list. This list includes many tasks which might be part of your job. The list also includes many tasks which may not relate to your job. Please read each item very carefully and check (✓) the appropriate response:

Column 1: I never do this task.
Column 2: I do this task at least once a year.
Column 3: I do this task at least once a month.
Column 4: I do this task at least once a week.
Column 5: I do this task daily.

For tasks which you do "as needed" or areas that you clean "as needed", estimate how many times in the last month you have done this task or cleaned this area. Then consider which column (daily, weekly) to check.

At the end of the custodian task list, space is provided in which you may list tasks which are part of your job which we may have omitted from our list. It is very important to the study that you identify any task which you perform that we may have omitted.

PLEASE BE SURE TO ANSWER ALL ITEMS!

INFORMATION SHEET

1. Age ____________

2. Sex ____________

3. Name of Occupation - Job Title ______________________________

4. Where are you employed? (business name/home) ________________

5. Total length of time employed in this type of occupation __________

6. Check (X) the highest grade completed in school and indicate the area of specialization where appropriate.

____ Elementary school.

____ Some high school/adult high school equivalency classes.

____ High school diploma.

____ Trade school - What was your area of specialization? ____________

____ Some area college courses - What was your area of specialization? ____________

____ Associate degree from area/community colleges. What was your area of specialization? ______________________________

____ Some university/college courses. What was your area of specialization? ____________

____ Bachelor Degree. What was your area of specialization? ____________

____ Master Degree. What was your area of specialization? ____________

____ Others (list) ______________________________

7. Check (X) any of the following specialized training programs that you participated in for preparing you for the work you are now doing and indicate length of time involved.

____ Adult classes related to the work you are now doing. How long was the course? ____________

____ Short course provided by employer/business. How long was the course? ____________

____ Observation of another employee in the same occupation. How long did you observe before doing the work yourself? ____________

____ Instructions in tasks and duties by the manager, or person in charge.

____ Home study courses related to your job. How long did you work on this? ____________

____ Other programs (list) ____________ How long was the program? ____________

TASKS OF CUSTODIANS
Part II: Job Tasks Check List

	I DO THIS TASK				
	never 1	once a year 2	once a month 3	once a week 4	daily 5
1. Wash chalkboards and clean erasers					
2. Adjust seats and chairs					
3. Raise or lower desks					
4. Clean window screens					
5. Collect soiled linens from social gatherings (table cloths, napkins)					
6. Check clocks throughout the building for correct time					
7. Test alarm and emergency equipment (bells, fire alarms, stand-by systems)					
8. Close windows					
9. Lock entrance and outside doors					
10. Oil and grease manual equipment					
11. Make minor repairs on equipment					
12. Set up public address systems					
13. Unlock entrance and outside doors					
14. Keep fire extinguishers in good working order					
15. Clean unit ventilators and air conditioner filters					
16. Check fuel supply					
17. Clean brick walls					
18. Repair manually operated equipment (ladders, brushes, wringers)					
19. Perform flag duties					
20. Dust light fixtures					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

	I DO THIS TASK				
	never 1	once a year 2	once a month 3	once a week 4	daily 5
21. Dust picture frames					
22. Dust furniture					
23. Clean floors with dust mop					
24. Make an inventory of cleaning equipment on hand					
25. Report condition of cleaning equipment on hand					
26. Scrub floors by hand					
27. Use floor machine to scrub floors					
28. Operate wet pick-up vacuum to remove large amounts of water from floors					
29. Apply wax or finish to floors					
30. Buff floors with buffing equipment					
31. Vacuum carpets and rugs					
32. Shampoo rugs or carpet by hand					
33. Remove spots form rugs					
34. Machine shampoo carpets and rugs					
35. Dry-dust walls					
36. Spot clean walls					
37. Wash walls by hand					
38. Wash walls with wall washing machine					
39. Clean ceilings					
40. Wash windows from inside					
41. Clean glass partitions					
42. Clean Venetian blinds					
43. Vacuum clean draperies					
44. Perform minor plumbing repairs					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK

	never 1	once a year 2	once a month 3	once a week 4	daily 5
45. Clean wood furniture					
46. Clean metal furniture					
47. Wipe off vinyl covered upholstery					
48. Remove spots from woodwork					
49. Dust shelves					
50. Move furniture as necessary for cleaning purposes					
51. Clean and sanitize bathroom fixtures, such as sinks, toilets, and showers					
52. Clean mirrors					
53. Wash drinking fountains with disinfectant					
54. Scrub bathroom floors					
55. Clean stairways with wet mop					
56. Wet-mop corridors					
57. Vacuum furniture					
58. Remove vomited matter from furniture					
59. Clean equipment after use (mops, sponges, buckets, etc.)					
60. Store equipment properly after use					
61. Report cleaning supply needs					
62. Remove vomited matter from floors					
63. Damp wipe telephone					
64. Check elevators for proper working conditions					
65. Clean elevators					
66. Dust radiators					
67. Clean block tiles					
68. Organize store rooms					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

	I DO THIS TASK				
	never 1	once a year 2	once a month 3	once a week 4	daily 5
69. Rearrange closets					
70. Water and care for plants as needed					
71. Remove accumulated trash from rooms					
72. Wash and dry wastebaskets					
73. Insert fresh wastebasket liners in wastebaskets					
74. Adjust heat and cooling for large public areas (lobbies, gyms, etc.)					
75. Regulate room temperatures					
76. Receive complaints for repairs needed in rooms					
77. Report items missing from rooms					
78. Inspect rooms for damage					
79. Read electric meters					
80. Read water meters					
81. Post signs for advertising					
82. Hang draperies after cleaning					
83. Rake leaves					
84. Salt and sand sidewalks					
85. Sweep concrete floors					
86. Sweep sidewalks					
87. Apply fertilizer to lawn					
88. Mow lawn					
89. Trim shrubbery					
90. Reset electric circuit breakers					
91. Replace burned out light bulbs or fluorescent tubes					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK

	never 1	once a year 2	once a month 3	once a week 4	daily 5
92. Replace faulty faucet valves and washers					
93. Inspect play equipment (swings, slides, etc.) for safety					
94. Repair roof of building					
95. Perform minor repairs on furnace					
96. Report rodent and insect sightings					
97. Use pesticides appropriately					
98. Arrange furniture for classes or conventions					
99. Set up convention and sales displays					
100. Decorate rooms for social gatherings					
101. Wash windows from outside					
102. Identify hazardous conditions					
103. Assist in correcting hazardous conditions					
104. Place caution signs where needed					
105. Report accidents to proper people					
106. Do routine painting					
107. Perform minor electrical wiring					
108. Remove snow and debris from sidewalks					
109. Maintain athletic fields					
110. Set up outside bleachers					
111. Oil and grease boiler equipment					
112. Check boiler unit					
113. Perform minor repairs on heating plant or auxiliaries					
114. Clean power equipment (buffers, scrubbers, vacuums)					
115. Repair power equipment					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK

	never 1	once a year 2	once a month 3	once a week 4	daily 5
116. Purchase cleaning supplies					
117. Help arrange and store kitchen supplies					
118. Supervise night events					
119. Maintain audio visual equipment					
120. Set up audio visual equipment					
121. Check attendance at noon lunch hour					
122. Collect fees at noon lunch hour					
123. Store playground and gym equipment					
124. Operate incinerator					
125. Remove gum from desks, tables, chairs					
126. Replace broken glass windows					
127. Adjust public address systems					
128. Refill paper towel dispensers					
129. Clean exhaust fan filters					
130. Launder dirty uniforms					

When you have completed the questionnaire, please return it in the enclosed envelope. The information obtained from you and other custodians will be used in planning training programs for future custodians. We are personally grateful to you for your participation in this study.

Additional tasks: (Please list)

TASKS OF HOSPITAL HOUSEKEEPING AIDES:

Instruction Sheet

What tasks do you perform as a Hospital Housekeeping Aide? How often do you perform these tasks?

The Home Economics Education Department at Iowa State University is presently conducting a study to determine the tasks performed by you, the Hospital Housekeeping Aide. We have identified some tasks performed within this occupation, but we need your help in clarifying the tasks performed in your particular job.

The following questionnaire consists of three parts. Part I concerns information about yourself to help us determine the characteristics of Hospital Housekeeping Aides. Please answer each question completely.

Part II of the questionnaire covers major areas which you may be responsible for cleaning, such as patient rooms and public restrooms. In the columns to the right, check (✓) the appropriate response:

Column 1: I never clean this area.
Column 2: I clean this area at least once a year.
Column 3: I clean this area at least once a month.
Column 4: I clean this area at least once a week.
Column 5: I clean this area daily.

Part III of the questionnaire is in the form of a task check list. This list includes many tasks which might be part of your job. The list also includes many tasks which may not relate to your job. Please read each item very carefully and check (✓) the appropriate response:

Column 1: I never do this task.
Column 2: I do this task at least once a year.
Column 3: I do this task at least once a month.
Column 4: I do this task at least once a week.
Column 5: I do this task daily.

For tasks which you do "as needed" or areas that you clean "as needed", estimate how many times in the last month you have done this task or cleaned this area. Then consider which column (daily, weekly) to check. For example, one housekeeper cleans isolation units only "as needed" or "as requested". In the last month she cleaned one unit five times; this was the only isolation unit that month. Five times per month averages at least once a week; therefore she checks the once a week column.

At the end of each category of tasks, space is provided in which you may list tasks which are part of your job which we may have omitted from our list. It is very important to the study that you identify any task which you perform that we may have omitted.

PLEASE BE SURE TO ANSWER ALL ITEMS.

TASKS OF HOSPITAL HOUSEKEEPING AIDES

Part I: Information Sheet

Directions: For questions 1-5, check (✓) the answers which most accurately describe you. For questions 6-9, complete the blanks as accurately as possible.

1. Marital status: ____Single ____Married ____Widowed ____Divorced

2. Age: ____20 years or younger ____21 to 35 years ____36 to 50 years ____51 to 65 years ____over 65 years

3. Highest grade completed in school:
____7th grade or below
____8th to 9th grade
____10th to 11th grade
____High school graduate

4. Additional schooling or training:
____Trade school
____Other: (Please list)

5. Specialized training for this occupation:

____Short course provided by hospital
____Observation of another employee in the same occupation
____Directions by a fellow employee with no observation
____Instruction in tasks and duties by supervisor or other person in charge of employees
____Other: (Describe)

6. Length of training____________________________________

7. Number of hours worked per week as a Housekeeping Aide_____

8. Length of employment at this occupation__________________

9. Describe your major responsibilities as a Hospital Housekeeping Aide, such as "general cleaning of fourth floor wards", or "Housekeeping primarily in maternity section":

____

TASKS OF HOSPITAL HOUSEKEEPING AIDES
Part II: Area Cleaning

	I CLEAN THIS AREA				
AREAS	never 1	once a year 2	once a month 3	once a week 4	daily 5
1. Patient rooms					
2. Dismissal unit (Discharge unit)					
3. Isolation unit					
4. Labor room					
5. Delivery room					
6. Nursery					
7. Operating room					
8. Emergency room					
9. Corridors					
10. Stairs					
11. Elevators					
12. Lobby					
13. Lounges					
14. Public bathrooms					
15. Offices					
16. Utility closet containing cleaning equipment					
17. Kitchen					
18. Pantry					
19. X-Ray room					
20. Lab					
21. Chapel					

Others: (Please list)

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

TASKS OF HOSPITAL HOUSEKEEPING AIDES
Part III: Job Tasks Check List

TASKS	I DO THIS TASK				
	never 1	once a year 2	once a month 3	once a week 4	daily 5
A. Basic cleaning procedures:					
22. Dust woodwork, furniture, picture frames, light fixtures, radiators					
23. Clean floors with a dust mop					
24. Spot-mop floors					
25. Wet-mop and rinse floors					
26. Scrub floors					
27. Use scrubbing machine to scrub floors					
28. Operate wet pick-up vacuum to remove large amounts of water from floors					
29. Wax or apply finish to floors					
30. Buff floors with buffing machine					
31. Vacuum floors, rugs, and/or carpets					
32. Clean rugs or carpet by hand					
33. Remove spots from rugs					
34. Machine shampoo rugs and carpet					
35. Dry-dust walls					
36. Spot clean walls					
37. Wash all walls by hand					
38. Wash walls with wall washing machine					
39. Clean ceiling					
40. Wash windows from inside					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK

	never 1	once a year 2	once a month 3	once a week 4	daily 5
41. Clean glass partitions					
42. Clean venetian blinds					
43. Vacuum clean draperies					
44. Remove spots from furniture					
45. Clean wood furniture					
46. Clean metal furniture					
47. Wipe off vinyl covered upholstery					
48. Remove spots from woodwork					
49. Clean shelves					
50. Move furniture as necessary for cleaning purposes					
51. Wash and dry bathroom fixtures such as sinks, toilets, and showers					
52. Clean mirrors					
53. Wash tile walls					
54. Scrub bathroom floors					
55. Clean stairways with wet mop					
56. Mop corridors					

Other tasks:

B. Care and upkeep of equipment:

57. Choose products, techniques, practices, and equipment for job at hand					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK

	never 1	once a year 2	once a month 3	once a week 4	daily 5
58. Prepare articles and equipment on utility cart for day's use					
59. Clean equipment after use (such as mops, sponges, gloves)					
60. Store equipment appropriately after use					
61. Report cleaning supply needs					
62. Recommend needed improvement and repairs to proper person					

Other tasks:

C. Cleaning patient units:

63. Clean with a damp cloth furniture used directly by the patient such as bed and telephone					
64. Clean with a damp cloth other furniture within patient's room such as radiator, window sills					
65. Remove soiled bed and bath linens					
66. Make beds					
67. Provide patients with additional disposable patient supplies					
68. Replace bath linens					
69. Report unusual physical or mental problems of the patient					
70. Water and care for flowers as needed					
71. Remove accumulated trash from rooms					
72. Wash and dry wastebaskets					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK

	never 1	once a year 2	once a month 3	once a week 4	daily 5
73. Insert fresh wastebasket liners in wastebaskets					
74. Adjust heat					

Other tasks:

D. Discharge units:

	never 1	once a year 2	once a month 3	once a week 4	daily 5
75. Air room					
76. Check room for items left by patients					
77. Report items missing from rooms					
78. Inspect rooms for damage					
79. Disinfect beds					
80. Air bedding, mattresses, and pillows					
81. Turn mattress					
82. Hang draperies after cleaning					
83. Clean closets					
84. Check lights and room equipment for replacement					
85. Periodically clean unoccupied unit					

Other tasks:

E. Isolation units:

	never 1	once a year 2	once a month 3	once a week 4	daily 5
86. Wear special clothing to prevent infectious organisms from entering or leaving the isolation unit					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

	I DO THIS TASK				
	never 1	once a year 2	once a month 3	once a week 4	daily 5
87. Clean and disinfect the isolation unit					
88. Handle isolation unit laundry					
89. Handle and dispose of contaminated trash from isolation units					

Other tasks:

F. Laundry:

90. Remove or treat stains from items to be laundered					
91. Sort and count linens sent to laundry					
92. Dispose of dirty linens in appropriate place					
93. Check linens returned from laundry					
94. Store clean linens in appropriate place					
95. Clean laundry storage areas					

Other tasks:

G. Pest control:

96. Report rodent and insect sightings					
97. Use pesticides appropriately					

Other tasks:

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK

H. **Responsibilities in food service:**	never 1	once a year 2	once a month 3	once a week 4	daily 5
98. Deliver meal trays to rooms					
99. Remove soiled dishes from room					
100. Clean assigned areas within kitchen					
101. Clean designated areas of pantry					

Other tasks:

I. **Safety:**					
102. Identify hazardous conditions					
103. Assist in correcting hazardous conditions					
104. Place caution signs where needed					
105. Report accidents to proper persons					

Other tasks:

PLEASE CHECK TO SEE THAT YOU HAVE ANSWERED EACH ITEM.

When you have completed the questionnaire, return it in the attached envelope. The information obtained from you and other housekeeping aides will be used in planning training programs for future Hospital Housekeeping Aides. We are personally grateful to you for your participation in this study.

TASKS OF THE RESIDENTIAL MAID

Instruction Sheet

What tasks do you perform as a Residential Maid?
How often do you perform these tasks?

The Home Economics Education Department at Iowa State University is presently conducting a study to determine the tasks performed by the Residential Maid who is employed by a commercial agency. We have identified some tasks performed within this occupation, but we need your help in clarifying the tasks performed in your particular job.

The following questionnaire consists of three parts. Part I concerns information about yourself to help us determine the characteristics of Residential Maids. Please answer each question completely.

Part II of the questionnaire consists of major areas which you may be responsible for cleaning, such as living room, bathroom, etc. In the columns to the right, check (✓) the appropriate response:

Column 1: I never clean this area.
Column 2: I clean this area at least once a year.
Column 3: I clean this area at least once a month.
Column 4: I clean this area at least once a week.
Column 5: I clean this area daily.

Part III of the questionnaire is in the form of a task check list. This list includes many tasks which might be part of your job. The list also includes many tasks which may not relate to your job. Please read each item very carefully and check (✓) the appropriate response:

Column 1: I never do this task.
Column 2: I do this task at least once a year.
Column 3: I do this task at least once a month.
Column 4: I do this task at least once a week.
Column 5: I do this task daily.

For tasks which you do "AS NEEDED" or "AS REQUESTED", estimate how many times in the last month you have done this task. Then consider which column (daily, weekly, etc.) to check. For example, one Residential Maid cleans cabinet interiors as requested. In the last month, she has been requested to clean cabinet interiors two times. Since she has performed this task two times during the month, she checks Column 3: I do this task at least once a month.

At the end of each major section of the questionnaire, space is provided in which you may list tasks which are part of your job which we may have omitted from our list. It is very important to the study that you identify any task which you perform that we may have omitted.

PLEASE BE SURE TO ANSWER ALL ITEMS.

TASKS OF THE RESIDENTIAL MAID
Part I: Information Sheet

Directions: For questions 1-5, 8 and 10, check (✓) the answers which most accurately describe you or your job. For questions 6, 7, 9, 11, 12, and 13, complete the blanks as accurately as possible.

1. Marital status: __Single __Married __Widowed __Divorced

2. Age: __20 years or younger __36 to 50 years __over 65 years
__21 to 35 years __51 to 65 years

3. Highest grade completed in school:
__7th grade or below __10th or 11th grade
__8th or 9th grade __High school graduate

4. Additional schooling or training: __Trade school
__Other: (Please list)

5. Specialized training for this occupation:
__Observation of another employee in the same occupation
__Directions by a fellow employee with no observation
__Instruction in tasks and duties by person in charge of employees
__Other: (Describe)

6. Length of training______________________________

7. Number of hours worked per week as a Residential Maid__________

8. When I am on the job cleaning homes, I generally clean:
__By myself
__In a team of two
__Other: (Describe)

9. Average number of homes cleaned per week________________

10. Average number of hours spent in each home per visit:
__1 to 2 hours
__3 to 4 hours
__5 to 6 hours
__7 to 8 hours

11. In how many of the homes which you clean during a week are children usually present?____________________

12. In how many of the homes which you clean during a week are pets usually present?______________________

13. Length of employment at this occupation________________

TASKS OF THE RESIDENTIAL MAID
Part II: Area Cleaning

I CLEAN THIS AREA

AREAS	never 1	once a year 2	once a month 3	once a week 4	daily 5
1. Entry way					
2. Stairway					
3. Living room					
4. Family room					
5. Home office or den					
6. Dining room					
7. Kitchen					
8. Bathroom					
9. Bedroom					
10. Closets					
11. Nursery					
12. Utility room					
13. Laundry area					
14. Basement					
15. Patio					
16. Breezeway					
17. Screened-in porch					
18. Garage					

Other areas: (Please list)

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

TASKS OF THE RESIDENTIAL MAID
Part III: Job Tasks Check List

	I DO THIS TASK				
	never 1	once a year 2	once a month 3	once a week 4	daily 5
A. Job requirements in each home:					
19. Look for task list at each home					
20. Talk to homeowner to learn recommended cleaning procedures					
21. Talk to employer or fellow employee to learn recommended cleaning procedures					
22. Establish favorable working climate with children who are present in the home					
23. Work around pets					
24. Keep records of the amount of time spent at each household					
Other tasks:					

B. Equipment and supplies:					
25. Locate cleaning solutions and equipment for use at each home					
26. Choose products for job at hand, such as Windex, Pledge, etc.					
27. Select techniques or practices for job at hand					
28. Choose equipment for job at hand					
29. Use cleaning equipment such as vacuum, electric broom					
30. Empty vacuum cleaner or electric broom					
31. Replace bags in vacuum cleaner or electric broom					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK:

	never 1	once a year 2	once a month 3	once a week 4	daily 5
32. Clean equipment after use (such as mops, sponges, gloves)					
33. Store equipment appropriately after use					
34. Use special cleaning solutions where desirable or as requested (such as vinegar-water solution for mirrors)					
35. Store cleaning solution after use					
36. Report cleaning supply needs					

Other tasks:

E. General household cleaning procedures:

37. Clean floors with a dust mop					
38. Sweep floors with a broom					
39. Sweep concrete floors such as basement or garage					
40. Spot-mop floors					
41. Wet-mop and rinse floors					
42. Scrub floors by hand					
43. Use scrubbing machine to scrub floors					
44. Wax or apply finish to floors					
45. Buff floors with a buffing machine					
46. Vacuum floors, rugs, and/or carpet					
47. Shampoo rugs or carpet by hand					
48. Remove spots from rugs					
49. Machine shampoo rugs and/or carpets					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I do this task

	never 1	once a year 2	once a month 3	once a week 4	daily 5
50. Shake rugs					
51. Remove spots from woodwork					
52. Wash and dry painted woodwork					
53. Clean varnished woodwork					
54. Dry-dust walls					
55. Spot clean walls					
56. Wash walls by hand					
57. Clean mirrors					
58. Wash windows from the inside					
59. Vacuum draperies					
60. Have draperies cleaned by a commercial dry cleaner					
61. Hang draperies after cleaning					
62. Dust Venetian blinds					
63. Wash Venetian blinds					
64. Clean ceiling light fixtures					
65. Dry-dust ceilings					
66. Wash ceilings					
67. Check lights for replacement					
68. Replace light bulbs if necessary					
69. Clean shelves					
70. Restore order in closets					
71. Clean closets					
72. Remove accumulated trash from rooms					
73. Wash and dry wastebaskets					
74. Insert fresh wastebasket liners in wastebaskets					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I Do This Task

	never 1	once a year 2	once a month 3	once a week 4	daily 5
75. Clean fireplace and hearth					
76. Clean glass partitions					
77. Dust woodwork, furniture, picture frames, and light fixtures					
78. Dust collections and return to proper place					
79. Air rooms					
80. Clean special metal surfaces such as brass, copper, gold, and chrome					
81. Move furniture as necessary for cleaning purposes					

Other tasks:

D. Kitchen-related tasks:

82. Wash dishes by hand					
83. Dry dishes					
84. Prepare dishes for automatic dishwasher					
85. Load automatic dishwasher					
86. Operate automatic dishwasher					
87. Empty automatic dishwasher					
88. Store dishes					
89. Polish silver					
90. Clean stainless steel sinks					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

	I DO THIS TASK				
	never 1	once a year 2	once a month 3	once a week 4	daily 5
91. Clean porcelain enamel sinks					
92. Clean small kitchen appliances such as mixers, blenders					
93. Clean small kitchen articles such as canisters, spice racks, etc.					
94. Wash and dry exteriors of kitchen cupboards					
95. Clean cupboard interiors					
96. Replace shelf paper in cupboards					
97. Use silicone spray or wax on drawer runners					
98. Clean exterior of range					
99. Clean burner drip pans on range					
100. Clean oven					
101. Defrost refrigerator					
102. Defrost freezer					
103. Clean interior of refrigerator					

Other tasks:

E. Bedroom-related rasks:

104. Remove soiled bed linens					
105. Turn mattresses					
106. Air bedding, mattresses, and pillows					
107. Make beds					

Other tasks:

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK

F. Bathroom-related tasks:

	never 1	once a year 2	once a month 3	once a week 4	daily 5
108. Remove soiled bath linens					
109. Hang clean bath linens					
110. Remove mold from bathroom and shower areas					
111. Clean shower curtain					
112. Clean glass or plastic shower door					
113. Wash and dry bathroom fixtures such as sinks, toilets, and showers					
114. Wash tile walls					
115. Clean filters in vents in bathroom and/or kitchen					

Other tasks:

G. Laundry-related tasks:

116. Dispose of soiled laundry					
117. Sort laundry before washing					
118. Sort and count linens to be sent to commercial laundry					
119. Remove or treat stains from items to be laundered					
120. Select appropriate water temperature for home washer					
121. Do laundry using washer					
122. Select appropriate temperature for dryer					
123. Dry clothing using clothes dryer					
124. Hang clothes on line for drying					
125. Fold and sort clean clothing and household articles					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK

		never 1	once a year 2	once a month 3	once a week 4	daily 5
126.	Iron clothes					
127.	Store clean linens in appropriate place					
128.	Clean laundry storage areas					

Other tasks:

H. Furniture-related tasks:

		never 1	once a year 2	once a month 3	once a week 4	daily 5
129.	Clean wood furniture					
130.	Wax wood furniture					
131.	Clean metal furniture					
132.	Wipe off vinyl covered upholstery					
133.	Remove spots from upholstered furniture					
134.	Shampoo upholstered furniture					
135.	Reshape throw pillows					
136.	Turn seat cushions on davenports or chairs					

Other tasks:

I. Floral arrangements and plants:

		never 1	once a year 2	once a month 3	once a week 4	daily 5
137.	Water and care for plants					
138.	Wash or dust leaves of plants					

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK

	never 1	once a year 2	once a month 3	once a week 4	daily 5
139. Clean artificial flowers					
140. Rearrange clean artificial flowers in container					

Other tasks:

J. Pest and rodent control:

141. Report rodent and insect sightings					
142. Use pesticides					

Other tasks:

K. Duties outside the house:

143. Sweep walk or steps outside house entrances					
144. Water outside flowers					
145. Wash windows from the outside					
146. Remove screens or storm windows					
147. Install screens or storm windows					

Other tasks:

BEFORE YOU TURN THE PAGE,
PLEASE CHECK THAT YOU HAVE
ANSWERED EACH ITEM.

I DO THIS TASK

L. Safety-related tasks:	never 1	once a year 2	once a month 3	once a week 4	daily 5
148. Report hazardous conditions such as frayed electrical cords					
149. Assist in correcting hazardous conditions					
150. Recommend needed improvement and repairs to proper person					

Other tasks:

PLEASE CHECK THAT YOU HAVE ANSWERED EACH ITEM.

When you have completed the questionnaire, return it in the attached envelope. The information obtained from you and other housekeeping aides will be used in planning training programs for future Hospital Housekeeping Aides. We are personally grateful to you for your participation in this study.

APPENDIX C: PERSONAL DESCRIPTIVE DATA OF EMPLOYEES IN THE OCCUPATIONS

PERSONAL DESCRIPTIVE DATA OF EMPLOYEES

Biographical Characteristics	Frequency of Response			
	Occupation			
	Executive Housekeeper	Supervising Housekeeper	Housekeeping Directors	Custodians
A. Age				
No response	0	0	0	1
20 years or younger	0	1	0	0
21 - 35	2	9	0	9
36 - 50	10	19	3	41
51 - 65	14	25	6	76
Over 65	2	2	0	3
B. Sex				
No response	0	0	0	0
Female	18	31	1	3
Male	10	25	8	127
C. Employment				
No response	2	0	0	0
Hospital	13	28	3	4
Hotel/motel	8	14	0	0
Residence Hall	2	7	3	7
Nursing Home	2	0	1	2
Church	0	0	0	5
Industry or Large Public Bldg.	0	0	0	12
High School or Elementary	0	0	0	100
D. Length of Employment				
No response	2	0	0	0
One year or less	1	8	1	7
2 - 4 years	5	16	0	23
5 - 7 years	7	13	5	27
8 - 10 years	6	07	1	20
11 - 15 years	7	12	2	29
16 - 20 years	0	0	0	10
Over 20 years	0	0	0	14

Biographical Characteristics	Frequency of Response			
	Occupation			
	Executive Housekeeper	Supervising Housekeeper	Housekeeping Directors	Custodians
E. Education				
No response	0	1	0	1
Elementary degree	1	2	0	16
Some high school	3	8	1	16
High school diploma	7	24	4	57
Trade school	1	3	1	14
Some area college courses	4	6	1	18
Degree from area/community college	0	2	0	1
Some university/college courses	11	6	1	6
B.S. degree	1	3	1	1
M.S. degree and beyond	0	1	0	0
F. Type of Additional Training				
Adult education classes	12	5	4	64
Short courses	12	26	4	54
Home study courses	5	6	1	20
Other programs	5	14	2	27
G. Type of on the Job Training				
Observation of another employee	10	21	2	40
Instruction in tasks by manager	9	27	2	31
Other programs	0	0	0	0

APPENDIX : PERSONAL DESCRIPTIVE DATA OF EMPLOYEES

Biographical Characteristic	Frequency of Response				
	Occupation				
	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
A. Age					
Under 21 years	0	0	0	2	2
21 to 35 years	0	3	7	15	5
36 to 50 years	10	11	9	31	4
51 to 65 years	14	10	13	41	6
Over 65 years	5	2	3	3	1
Total	29	26	32	92	18
B. Marital status					
Single	1	2	4	14	1
Married	14	14	20	59	10
Widowed or divorced	14	10	8	19	7
Total	29	26	32	92	18
C. Highest grade completed in school					
Below eighth grade	2	1	1	1	1
Eighth grade	4	7	3	14	2
Some high school	10	10	11	34	5
High school graduate	8	7	15	37	7
Some college	3	1	1	5	3
College graduate	2	0	0	0	0
No response	0	0	1	1	0
Total	29	26	32	92	18
D. Additional schooling or training					
Trade school	3	0	4	2	1
Other	6	0	4	7	1
No response	20	26	24	83	16
Total	29	26	32	92	18

Biographical Characteristic	Frequency of Response Occupation Hmkpr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
E. Specialized training for this occupation					
Short course	25	3	1	10	0
Observation	1	10	7	54	1
Instruction by employer or director	2	7	15	41	7
No response	1	6	9	2	10
Total	29	26	32	107	18
F. Length of specialized training for present occupation					
None	2	1	3	4	2
Less than three days	3	2	1	0	1
Three to five days	15	6	0	47	1
Six to 10 days	8	0	2	14	4
Over 10 days	0	1	1	10	0
No response	1	16	25	17	10
Total	29	26	32	92	18
G. Length of employment in occupation					
Less than one year	11	9	11	16	3
One year	8	3	8	10	3
Two to four years	8	7	6	20	4
Five to ten years	1	5	4	26	5
Over ten years	0	2	3	10	0
No response	1	0	0	0	3
Total	29	26	32	92	18
H. Hours per week worked					
Eight hours or less	5	0	1	0	0
Nine to 20 hours	2	1	4	4	1
21 to 30 hours	5	5	4	2	1
31 to 40 hours	11	11	15	86	14
Over 40 hours	6	8	7	0	0
No response	0	1	1	0	2
Total	29	26	32	92	18

APPENDIX D: MEAN FREQUENCY
TABLES FOR TASK
CLUSTERS BY
INDIVIDUAL OCCUPATIONS

In this section two-way matrices of task clusters are presented. In the first matrix are the task clusters for the executive and supervisory housekeepers. In the second matrix the six occupations reported are: custodian, homemaker/home health aide, hotel/motel housekeeping aide, nursing home housekeeping aide, hospital housekeeping aide, and the residential maid. This table is repetitive of a previous table which used symbols instead of actual mean scores.

Questionnaires for the executive housekeeper, custodian, hospital housekeeping aide, and residential maid were based on a one to five point scale. However, responses were coded so that a zero would indicate a task that was never done. Responses were coded according to the following plan: 0, I never do this task; 1, I do this task at least once a year; 2, I do this task at least once a month; 3, I do this task at least once a week; 4, I do this task daily.

The occupations of homemaker/home health aide, hotel/motel housekeeping aide, and nursing home housekeeping aide are reported on a three point scale. Responses were coded according to the following plan: 1, I never do this task; 2, I sometimes do this task; 3, I always do this task.

Task clusters which were assembled on the basis of judgment of consistency of content are marked.

INSTITUTIONAL AND HOUSEHOLD SERVICE OCCUPATIONS

Task Clusters	Mean Frequency Scores		
	Occupations		
	Executive Housekeeper	Supervising Housekeeper	Housekeeping Assistant
5. Housekeeping Procedures			
Makes memorandum of work and repairs to be done	[illegible]	[illegible]	[illegible]
Recommends needed improvements and repairs	[illegible]	[illegible]	[illegible]
Inspects and reports damages and missing items	[illegible]	[illegible]	[illegible]
Keeps supplies in storeroom or closet organized and accessible*	[illegible]	[illegible]	[illegible]
Maintains adequate stocks of supplies and equipment	[illegible]	[illegible]	[illegible]
Distributes supplies and equipment*	[illegible]	[illegible]	[illegible]
6. Planning Procedures			
Inspects work of persons under supervision*	[illegible]	[illegible]	[illegible]
Helps to coordinate housekeeping activities with the total operation of the institution*	[illegible]	[illegible]	[illegible]
Assigns areas of work for each employee*	[illegible]	[illegible]	[illegible]
Plans work schedules for employees	[illegible]	[illegible]	[illegible]
Schedules working hours for all housekeeping employees*	[illegible]	[illegible]	[illegible]
Sets up procedures and standards for jobs to be done	[illegible]	[illegible]	[illegible]
Revises housekeeping procedures to improve efficiency	[illegible]	[illegible]	[illegible]
7. Safety and Sanitation			
Inspects public spaces for cleanliness and order	[illegible]	[illegible]	[illegible]
Receives reports of improper cleaning and visually inspects area in question	[illegible]	[illegible]	[illegible]
Works with administration in devising standards/requirements regarding safety-sanitation	[illegible]	[illegible]	[illegible]
Explains safety program to employees	[illegible]	[illegible]	[illegible]
Interprets sanitation code used in the area	[illegible]	[illegible]	[illegible]
Conducts ongoing program in pest control*	[illegible]	[illegible]	[illegible]

-cont.

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*Tasks added at national conference.

TASKS PERFORMED IN INSTITUTIONAL AND HOUSEHOLD SERVICE OCCUPATIONS

Task Clusters	Mean Frequency Scores		
	Occupations		
	Executive Housekeeper	Supervising Housekeeper	Housekeeping Directors
D. Personnel Management			
Sees that employees are dressed neatly and attractively in clean-well fitted uniforms	3.43	3.80	2.67
Investigates complaints made by staff and workers	3.46	3.59	3.11
Assists in resolving complaints regarding housekeeping services or equipment	3.36	3.57	2.78
Maintains records of the housekeeping department[a]	2.98	1.56	1.56
Assists in resolving guest complaints about rooms or service	3.00	3.38	3.00
Explains new policies or programs to supervisors and/or employees	2.71	2.96	2.11
Defines clear lines of authority for workers	2.64	3.02	1.78
Provides special instructions to meet change of policies or emergencies	2.46	2.86	2.33
Sets up payroll for employees supervised[a]	1.71	1.64	1.00
Corresponds with persons in similar positions and attends seminars - meetings to maintain and improve technical and managerial abilities[a]	1.71	1.57	.89
Prepares budget for housekeeping expenses[a]	1.39	.89	.78
E. Training			
Explains and demonstrates housekeeping tasks to employees individually	2.88	2.91	1.89
Instructs employees on job in new procedures and the use of new equipment	2.61	2.79	1.67
F. Reporting to Manager			
Forwards supplies and material requisitions to manager or purchasing agent	2.54	2.88	1.67
Make regular reports to the management on progress of the department	2.43	2.50	1.78
Maintains and submits work reports to manager	2.43	2.41	.67

---

[a] Tasks added on rational judgment.

Task Clusters	Mean Frequency Scores		
	Occupations		
	Executive Housekeeper	Supervising Housekeeper	Housekeeping Directors
G. Housekeeping Standards			
Sets standards for job performance (on the basis of job analysis)	3.36	2.13	1.44
Investigates and evaluates new housekeeping methods, supplies and equipment	2.71	2.43	2.22
Recommends relocation and use of equipment and space to improve efficiency	1.82	2.13	1.78
Inventories housekeeping supplies and equipment[a]	1.86	1.98	2.22
Conducts study of equipment use and space allocation to improve operating efficiency	1.79	2.02	2.00
H. Recruitment and Placement			
Assign new employees to work with experienced workers in learning housekeeping tasks	2.36	1.86	1.56
Interviews prospective employees	2.21	1.77	1.89
Hires and discharges employees	2.25	1.45	1.89
Recruits prospective employees	1.68	1.48	1.44
I. Furnishings and Decorating			
Purchases or assists in purchasing supplies and equipment	2.46	2.04	2.89
Suggests furnishings and refurnishings	1.79	1.75	1.78
Suggests cost of replacing missing or damaged articles	1.64	1.46	2.00
Confers with manager on coloring and arrangement for decorations and remodeling	1.36	1.21	2.00
Selects paints, fabrics, furniture	1.32	1.00	1.89

---

[a] Tasks added on rational judgments.

Task Clusters	Mean Frequency Scores		
	Occupations		
	Executive Housekeeper	Supervising Housekeeper	Housekeeping Directors
J. Linen Procedures			
Interprets linen mending procedures	1.54	1.54	.66
Checks laundry bills for correct charges	1.21	1.32	.67
Orders linen from the warehouse	1.07	1.12	.56
K. Items Not Identified with Basic Clusters			
Gives directions to guests	2.71	3.27	2.67
Maintains lost and found file	2.32	2.57	1.56

TASKS PERFORMED IN INSTITUTIONAL AND HOUSEHOLD SERVICE OCCUPATIONS

Task Clusters	Mean Frequency Scores Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
A. Provisions for Safety						
Assist in correcting hazardous conditions	3.00	2.07	1.77	1.84	2.26	1.94
Identify hazardous conditions	3.05	2.41	2.31	2.19	3.02	.[a]
Report accidents to proper person	2.68	2.34	2.19	2.22	2.75	.
Recognize and report indications of personal, physical, and mental problems	.	2.55	1.58	1.91	1.20	.
Give first aid	.	1.52	1.04	1.38	.	.
Place caution signs where needed	1.94	.	.	.	1.72	.
Report hazardous conditions such as frayed cords	.	.	.	.	.	2.72
Test alarm and emergency equipment (bells, fire alarms, stand-by system)	2.09	.	.	.	.	.
Keep fire extinguishers in good working order	1.80	.	.	.	.	.
Inspect play equipment (swings, slides, etc.) for safety	1.65	.	.	.	.	.

---

[a] A . indicates a task not asked this occupation.

Task Clusters	Mean Frequency Scores					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
B. Performance of General Cleaning Tasks						
1. Maintenance of structural features						
Remove spots from woodwork	2.49	1.93	2.58	2.38	3.28	3.11
Clean shelves	.	2.10	2.08	2.06	2.48	2.28
(a) Dust shelves	2.73	.	.	.	.	.
Clean closets	.	1.72	2.12	2.16	2.77	2.33
Clean glass partitions	2.00	.	.	.	2.53	3.22
Spot clean walls	2.54	.	.	.	3.24	2.35
Dry-dust walls	1.52	.	.	.	2.04	2.39
Wash windows	.	1.86	2.23	2.38	.	.
(a) Wash windows from inside	1.96	.	.	.	2.27	2.94
Wash walls by hand	1.35	.	.	.	0.78	1.59
Restore order in closets	1.63	.	.	.	.	1.94
Clean ceiling	0.75	.	.	.	0.86	.
(a) Dry dust ceiling	.	.	.	.	.	2.06
(b) Wash ceilings	.	.	.	.	.	1.06
Wash walls with wall washing machine	0.25	.	.	.	0.13	.
Clean varnished woodwork	.	.	.	.	.	2.56
Wash and dry painted woodwork	.	.	.	.	.	2.44
Clean fireplace and hearth	.	.	.	.	.	2.06
Clean ceiling light fixture	.	.	.	.	.	1.65
Clean brick walls	1.23	.	.	.	.	.

Task Clusters	Mean Frequency Scores					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
B. Performance of General Cleaning Tasks (con't.)						
2. Care of furnishings						
Clean mirrors	3.38	2.28	2.85	2.94	3.70	3.56
Dust woodwork, furniture, picture frames, light fixtures, and radiators	.	2.72	2.81	2.81	3.73	3.44
(a) Dust furniture	2.91	.	.	.	.	.
(b) Dust radiators	2.12	.	.	.	.	.
(c) Dust picture frames	1.98	.	.	.	.	.
(d) Dust light fixtures	1.71	.	.	.	.	.
Remove spots from furniture	.	1.66	2.23	2.78	3.23	1.59
Move furniture as necessary for cleaning purposes	3.17	.	.	.	3.73	3.00
Clean wood furniture	2.06	.	.	.	3.47	3.53
Clean metal furniture	1.97	.	.	.	3.30	3.22
Wipe off vinyl covered upholstery	1.92	.	.	.	3.57	3.33
Wax wood furniture	.	.	.	.	.	3.56
Clean with a damp cloth furniture within the patient's unit such as radiator, window sills	.	.	.	.	3.51	.
Dust collections and return to proper place	.	.	.	.	.	3.39
Reshape throw pillows	.	.	.	.	.	3.06
Turn seat cushions on davenports or chairs	.	.	.	.	.	2.82
Clean special metal surfaces such as brass, copper, gold, and chrome	.	.	.	.	.	2.44
Vacuum furniture	1.25	.	.	.	.	.
Remove spots from upholstered furniture	.	.	.	.	.	1.59
Shampoo upholstered furniture	.	.	.	.	.	1.11

Task Clusters	Mean Frequency Scores					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
B. Performance of General Cleaning Tasks (con't.)						
3. Upkeep of bathrooms						
Wash and dry bathroom fixtures such as sinks, toilets, and showers	3.51	2.31	2.77	3.00	3.85	3.63
Wash tile walls	•	1.66	2.54	2.41	2.51	3.44
Clean glass or plastic shower door	•	•	•	•	•	3.39
Remove mold from bathroom and shower areas	•	•	•	•	•	3.11
Clean shower curtain	•	•	•	•	•	2.50
Clean block tiles	1.86	•	•	•	•	•
Clean filters in vents in kitchen and/or bathroom	•	•	•	•	•	1.81

Task Clusters	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
	Mean Frequency Scores					
	Occupations					
C. Sanitation of Physical Facilities						
Remove accumulated trash from rooms	3.64	2.34	2.81	2.75	3.78	3.61
Air room	.	2.21	2.69	2.41	2.07	2.19
Turn mattress	.	1.62	1.96	1.81	1.74	1.53
Air bedding, mattresses, and pillows	.	1.72	1.73	1.66	1.07	1.72
Disinfect beds	.	1.28	1.35	1.94	2.00	.
Insert fresh wastebasket liners in wastebaskets	2.02	.	.	.	3.62	3.00
Wash and dry wastebaskets	2.28	.	.	.	3.35	3.24
Report rodent and insect sightings	1.89	.	.	.	2.38	1.50
Use pesticides appropriately	1.90	.	.	.	0.87	0.71
Clean with a damp cloth furniture used directly by patient, such as bed, telephone	.	.	.	.	3.50	.
(a) Damp wipe telephone	1.92	.	.	.	.	.
Periodically clean unoccupied unit	.	.	.	.	3.42	.
Wash drinking fountain with disinfectant	3.50	.	.	.	.	.
Remove vomited matter from floors	2.63	.	.	.	.	.
Remove vomited matter from furniture	2.52	.	.	.	.	.

Task Clusters	Mean Frequency Scores					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
D. Maintenance of Floors						
1. Manual procedures						
Scrub floors other than bathroom floors	2.13	2.38	1.88	2.50	2.51	2.50
Scrub bathroom floors	3.44	2.38	2.77	2.75	3.41	.
Clean rugs or carpet by hand	.	1.55	1.50	1.25	0.58	.
Clean floor with a dust mop	3.70	.	.	.	3.40	3.56
Wet-mop and rinse floors	.	.	.	.	3.11	2.47
Sweep concrete floors	3.04	.	.	.	.	2.41
Spot-mop floors	.	.	.	.	2.61	2.41
Mop corridors	2.68	.	.	.	1.35	.
Clean stairways with a wet mop	2.51	.	.	.	1.13	.
Shampoo rugs or carpet by hand	0.85	.	.	.	.	1.00
Shake rugs	.	.	.	.	.	3.67
Sweep floors with a broom	.	.	.	.	.	3.22
2. Mechanical procedures						
Vacuum floors, rugs, and/or carpets	2.99	2.53	2.96	2.00	1.96	3.50
Remove spots from rugs	2.02	1.55	1.88	1.28	1.02	1.39
Wax or apply finish to floors	1.56	1.38	1.38	1.78	0.54	2.89
Buff floors with buffing machine	1.87	.	.	.	0.70	2.35
Use scrubbing machine to scrub floors	1.69	.	.	.	0.18	2.63
Machine shampoo rugs and carpet	0.87	.	.	.	0.17	0.89
Operate wet pick-up vacuum to remove large amounts of water from floors	1.61	.	.	.	0.50	.

Task Clusters	Mean Frequency Scores					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
F. Care of Window Treatments[a]						
Vacuum draperies	0.71	1.45	1.23	1.50	0.61	2.33
Hang draperies after cleaning	0.70	*	*	*	1.48	1.44
Clean Venetian blinds	0.73	*	*	*	0.67	*
(a) Dust Venetian blinds	*	*	*	*	*	2.10
(b) Wash Venetian blinds	*	*	*	*	*	1.08
Have draperies cleaned by a commercial dry cleaner	*	*	*	*	*	1.06
G. Management of Cleaning Equipment and Supplies[b]						
Prepare articles and equipment on utility cart for day's use	*	1.28	2.42	1.88	3.77	*
Choose products, techniques, practices and equipment for job at hand	*	1.93	1.77	1.47	2.67	*
(a) Choose techniques for job at hand	*	*	*	*	*	3.62
(b) Choose equipment for job at hand	*	*	*	*	*	3.08
(c) Choose products for job at hand	*	*	*	*	*	3.22
Store equipment appropriately after use	3.64	*	*	*	3.90	3.61
Clean equipment after use	3.47	*	*	*	3.57	3.28
Report cleaning supply needs	2.02	*	*	*	3.08	3.16

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[a] This cluster based on rational judgment.

Task Clusters	Mean Frequency Scores Occupations Custodian	Hskpr./Hm. Health Aide	Hotel/Motel Hskpg. Aide	Nursing Hm. Hskpg. Aide	Hospital Hskpg. Aide	Residential Maid
E. Management of Cleaning Equipment and Supplies (cont'd.)[a]						
Recommend needed improvements and repairs to proper person	.	.	.	.	1.52	2.28
Use cleaning equipment such as vacuum cleaner or electric broom	.	.	.	.	.	1.81
Store cleaning solution after use	.	.	.	.	.	1.56
Locate cleaning solutions and equipment for use at each home	.	.	.	.	.	1.99
Use special cleaning solutions where desirable or as requested (such as window-washing solution for mirrors)	.	.	.	.	.	1.65
Empty vacuum cleaner or electric broom	.	.	.	.	.	1.11
Replace bags in vacuum cleaner or electric broom	.	.	.	.	.	1.08
Clean power equipment (buffers, scrubbers, vacuums)	2.13	.	.	.	.	.
Repair manually operated equipment (ladders, brushes, wringers)	2.08	.	.	.	.	.
Make an inventory of cleaning equipment on hand	1.96	.	.	.	.	.
Report condition of cleaning equipment on hand	1.58	.	.	.	.	.
Purchase cleaning supplies	1.00	.	.	.	.	.

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[a]Scale cluster based on rational judgment.

Task Clusters	Mean Frequency Scores					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Bldg. Aide	Nursing Hm. Bldg. Aide	Hospital Bldg. Aide	Residential Unit
G. Inspection of Physical Facilities						
Adjust heat	3.05	2.00	2.56	1.76	0.76	0
(a) Adjust heating and cooling for large public room	2.93	0	0	0	0	0
Check lights and room equipment for operation	0	1.76	2.77	2.18	1.27	0
(a) Replace light bulbs if necessary	3.20	0	0	0	0	2.00
(b) Check lights for replacement	0	0	0	0	0	1.76
Check room for items left by guests or patients	0	1.28	2.93	1.88	2.70	0
Make room counts	0	1.17	2.70	1.72	0	0
Inspect room for damage	3.23	0	0	0	2.00	0
Report items missing from rooms	2.52	0	0	0	2.07	0
Lock entrance and outside doors	3.63	0	0	0	0	0
Unlock entrance and outside doors	3.57	0	0	0	0	0
Close windows	3.40	0	0	0	0	0
Check clocks throughout building for correct time	2.80	0	0	0	0	0
Check fuel supply	2.20	0	0	0	0	0
Reset electrical circuit breakers	2.40	0	0	0	0	0
Check elevators for proper working conditions	0.85	0	0	0	0	0
Read electric meters	0.20	0	0	0	0	0
Read water meters	0.20	0	0	0	0	0

Task Statement	Mean Frequency Scores					
	Occupations					
	Custodian	Maid/Man, Health Aide	Hotel/Motel Maid, Aide	Nursing Aide	Hospital Aide	Residential Aide
H. Linen Replacement and Disposal						
Make beds	0	3.50	3.65	1.75	0.30	5.00
Replace bed and bath linens	0	3.00	3.00	3.00	0.00	0.75
Remove soiled bed and bath linens	0	3.40	3.65	0.75	0.50	0
(a) Remove soiled bed linens	0	0	0	0	0	0.75
(b) Remove soiled bath linens	0	0	0	0	0	0.50
Provide guests or patients with additional disposable supplies	0	0.50	3.27	0.25	0.50	0
(a) Refill paper towel dispensers	0.50	0	0	0	0	0
Dispose of dirty linens in appropriate place	0	0	0	0	0.57	0.90
Collect soiled linen from social patients (Public clothing, hospital)	0.00	0	0	0	0	0

Task Clusters	Mean Frequency Scores					
	Occupations					
	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
I. Laundry Procedures[a,b]						
1. Washing						
Sort and count items sent to laundry	0	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sort laundry before washing	0	0	0	0	0	[illegible]
Launder dirty uniforms	[illegible]	0	0		0	0
Remove or treat stains from items to be laundered	0	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Pretreat heavily soiled items for laundry	0	[illegible]	[illegible]	[illegible]	0	0
Prepare washing solutions by selecting appropriate detergents, bleaches, and other laundry products	0	[illegible]	[illegible]	[illegible]	0	0
Select appropriate water temperature for laundering	0	[illegible]	[illegible]	[illegible]	0	[illegible]
Do light laundry	0	[illegible]	[illegible]	[illegible]	0	0
Do laundry using washer	0	0	0	0	0	[illegible]
2. Drying						
Hang clothes on line for drying	0	[illegible]	[illegible]	[illegible]	0	[illegible]
Select appropriate temperature for dryer	0	0	0	0	0	[illegible]
Dry clothes by machine	0	[illegible]	[illegible]	[illegible]	0	[illegible]
3. Ironing and storage						
Fold and sort clean laundry	0	[illegible]	[illegible]	[illegible]	0	[illegible]
Check items returned from laundry	0	[illegible]	[illegible]	[illegible]	[illegible]	0
Iron clothes by hand	0	[illegible]	[illegible]	[illegible]	0	[illegible]
Store clean items in appropriate place	0	0	0	0	[illegible]	[illegible]

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[a] Task cluster based on national judgment.

[b] Task cluster rearranged in logical order of performance.

Task Clusters	Mean Frequency Scores					
	Occupations					
	Custodian	Home/Com. Health Aide	Hotel/Motel Hskp. Aide	Nursing Hm. Hskp. Aide	Hospital Hskp. Aide	Residential Maid
D. Maintenance of Kitchen*						
1. Maintenance of work areas						
Clean work tables and sinks in kitchen	.	2.50	1.85	1.25	.	.
Clean porcelain enamel sinks	.	.	.	.	.	3.28
Clean small kitchen articles such as cans, cutters, and spice racks	.	.	.	.	.	1.26
Clean stainless steel sinks	.	.	.	.	.	3.37
Wash and dry exteriors of kitchen cupboards	.	.	.	.	.	2.94
Clean cupboard interiors	.	.	.	.	.	2.40
Replace shelf paper in cupboards	.	.	.	.	.	2.12
Use silicone spray on drawer runners	.	.	.	.	.	1.15
Help arrange and store kitchen supplies	1.52	.	.	.	.	.
Clean assigned areas within kitchen	.	.	.	.	1.07	.
Clean designated areas of pantry	.	.	.	.	0.37	.
2. Care of appliances						
Clean exterior of range	.	.	.	.	.	3.16
Clean oven	.	2.36	1.00	1.13	.	2.47
Clean burner drip pans on range	.	.	.	.	.	2.94
Clean and/or defrost refrigerator	.	2.10	1.08	1.20	.	1.94
Clean interior of refrigerator	.	.	.	.	.	2.44
Clean small kitchen appliances such as mixers, blenders	.	.	.	.	.	2.00

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*This cluster based on optional judgment.

Task Clusters	Mean Frequency Scores					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
J. Maintenance of Kitchen (con't.)[a]						
3. Care of tableware[b]						
Scrape and stack dishes	-	2.55	1.08	1.75	-	-
Wash dishes by hand	-	2.55	1.35	1.31	-	2.00
Wash water glasses	-	2.48	2.42	1.38	-	-
Dry dishes	-	-	-	-	-	1.72
Prepare dishes for automatic dishwasher	-	1.55	1.00	1.44	-	2.06
Load automatic dishwasher	-	-	-	-	-	2.00
Operate and empty dishwasher	-	1.41	1.04	1.22	-	-
(a) Operate automatic dishwasher	-	-	-	-	-	1.47
(b) Empty automatic dishwasher	-	-	-	-	-	1.69
Store dishes	-	2.31	1.04	1.38	-	1.82
Polish silver	-	-	-	-	-	1.72
K. Food Production[b]						
1. Menu planning						
Plan meals	-	2.21	1.00	1.16	-	-
Adapt family meals to meet basic daily nutritional requirements	-	2.41	1.00	1.13	-	-
Adapt family meals to conform to diets recommended by doctor	-	2.24	1.04	1.06	-	-
Plan use of leftovers	-	2.41	1.08	1.09	-	-
Select recipes	-	1.97	1.00	1.00	-	-
Check menu for interest and attractiveness	-	2.13	1.00	1.06	-	-
Take inventories of food supplies	-	2.28	1.00	1.41	-	-
Prepare market order	-	2.17	1.00	1.03	-	-
Purchase food	-	1.76	1.00	1.00	-	-
Store food	-	2.28	1.00	1.13	-	-

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[a] This cluster based on rational judgment.

[b] This cluster rearranged in logical order of performance.

Task Clusters	Mean Frequency Scores					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
K. Food Production (con't.)[a]						
2. Food preparation						
Clean, prepare, and/or cook various foods	.	2.52	1.00	1.06	.	.
Prepare between meal nourishments	.	2.07	1.00	1.22	.	.
3. Food service						
Set table	.	2.31	1.00	1.28	.	.
Prepare person for meal on time	.	2.10	1.00	1.44	.	.
Serve meals	.	2.45	1.00	1.41	.	.
Deliver meal trays to rooms	.	1.76	1.08	1.69	0.08	.
Tell person being served interesting items about food served	.	1.83	1.00	1.37	.	.
Remove soiled dishes from room	.	2.48	2.19	2.22	0.03	.

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[a] This cluster rearranged in logical order of performance.

Task Clusters	Mean Frequency Scores					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
L. Care of Ill and Disabled Adults						
Remove from room personal clothing of guest or disabled persons	*	1.69	1.92	1.69	*	*
Relieve persons of the physical responsibility of their tasks as needed	*	2.65	1.31	1.59	*	*
Turn back bed for guest or disabled persons	*	2.24	1.12	1.56	*	*
Assist with dressing of disabled or ill	*	2.07	1.00	1.57	*	*
Run errands for the disabled	*	2.24	1.04	1.66	*	*
Feed disabled adults	*	1.76	1.00	1.59	*	*
Disinfect and sterilize equipment for the ill person	*	1.62	1.00	1.53	*	*
Assist ill or disabled person clean drawers	*	1.79	1.00	1.78	*	*
Remind person of physicians's orders and help the person carry out these orders	*	2.41	1.08	1.44	*	*
Assist in caring for the hair of disabled or ill persons	*	2.00	1.00	1.31	*	*
Prepare trays for ill or disabled persons	*	1.93	1.00	1.41	*	*
Assist adults with bath	*	1.62	1.00	1.38	*	*
Write letters for the disabled or ill	*	1.76	1.00	1.44	*	*
Assist adults with care of dentures	*	1.59	1.00	1.31	*	*

* [illegible]

Task Clusters	Mean Frequency Scores					
	Occupations					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
M. Gild Care						
Teat minor injuries such as cratches for children	-	1.76	1.00	1.19	-	-
Asist with feeding children	-	1.76	1.08	1.15	-	-
Dscipline children when ecessary	-	1.72	1.00	1.09	-	-
Spervise play of children	-	1.69	1.00	1.13	-	-
Cmfort hurt or upset child	-	1.69	1.11	1.22	-	-
Spervise rest periods for hildren	-	1.62	1.00	1.09	-	-
Asist with bathing of hildren	-	1.62	1.08	1.13	-	-
Spervise and instruct hildren in performing hores	-	1.62	1.00	1.13	-	-
Asist children in preparation or nap time	-	1.59	1.00	1.13	-	-
Asist children in preparation or bed	-	1.59	1.00	1.06	-	-
Tll or read stories to hildren	-	1.55	1.00	1.03	-	-
Frpare baby formula	-	1.37	1.00	1.06	-	-
N. Cre of Floral Arrangements and Plants[a]						
Wter and care for lants	1.43	-	-	-	2.77	2.28
Cean artifical flowers	-	-	-	-	-	1.61
Wsh or dust leaves of lants	-	-	-	-	-	1.39
Arrange clean artificial lowers in container	-	-	-	-	-	1.06

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[a] This cluster based on rational judgment.

Task Clusters	Mean Frequency Scores Occupations Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
O. Maintenance of Outside Facilities[a]						
Wash windows from the outside	1.34	*	*	*	*	1.00
Sweep sidewalks	2.60	*	*	*	*	*
Sweep walk or steps outside house entrances	*	*	*	*	*	2.29
Perform flag duties	3.05	*	*	*	*	*
Remove snow and debris from sidewalks	2.84	*	*	*	*	*
Salt and sand sidewalks	2.42	*	*	*	*	*
Mow lawn	2.02	*	*	*	*	*
Replace broken glass windows	1.95	*	*	*	*	*
Maintain athletic fields	1.52	*	*	*	*	*
Store playground and gym equipment	1.22	*	*	*	*	*
Trim shrubbery	1.17	*	*	*	*	*
Clean window screen	1.00	*	*	*	*	*
Rake leaves	0.92	*	*	*	*	*
Set up outside bleachers	0.85	*	*	*	*	*
Repair roof of building	0.76	*	*	*	*	*
Apply fertilizer to lawn	0.64	*	*	*	*	*
Water outside flowers	*	*	*	*	*	0.53
Remove screens or storm windows	*	*	*	*	*	0.39
Install screens or storm windows	*	*	*	*	*	0.29

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[a] This cluster based on rational judgment.

Task Clusters	Mean Frequency Scores Occupation Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
P. Care of Isolation Units						
Wear special clothing to prevent infectious organisms from entering or leaving isolation unit	-	-	-	-	2.02	-
Clean and disinfect the isolation unit	-	-	-	-	1.75	-
Handle and dispose of contaminated trash from isolation units	-	-	-	-	1.40	-
Handle isolation unit laundry	-	-	-	-	0.77	-
Q. Operation and Maintenance of Power Equipment						
Check boiler unit	3.39	-	-	-	-	-
Make minor repairs on equipment	3.02	-	-	-	-	-
Perform minor plumbing repairs	2.64	-	-	-	-	-
Perform minor repair on heating plant or auxillaries	2.48	-	-	-	-	-
Operate incinerator	2.25	-	-	-	-	-
Oil and grease manual equipment	2.13	-	-	-	-	-
Replace faulty faucet valves and washers	2.02	-	-	-	-	-
Oil and grease boiler equipment	2.01	-	-	-	-	-
Perform minor electrical wiring	1.99	-	-	-	-	-
Repair power equipment	1.88	-	-	-	-	-
Perform minor repairs on furnace	1.87	-	-	-	-	-
Clean exhaust fan filters	1.85	-	-	-	-	-
Clean unit ventilators and air conditioning filters	1.85	-	-	-	-	-

Task Clusters	Mean Frequency Scores					
	Occupation					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
W. Job Requirements in Each Home[a]						
Look for task list at each home	*	*	*	*	*	2.88
Work around pets	*	*	*	*	*	2.87
Talk to employer or fellow employee to learn recommended cleaning procedures	*	*	*	*	*	2.76
Talk to homeowner to learn recommended cleaning procedures	*	*	*	*	*	2.56
Establish favorable working climate with children who are present in the home	*	*	*	*	*	2.47
Keep records of the amount of time spent at each household	*	*	*	*	*	2.29
X. Preparation for Group Events[a]						
Wash chalkboards and clean erasers	2.48	*	*	*	*	*
Remove gum from desks, tables, and chairs	2.38	*	*	*	*	*
Arrange furniture for classes or conventions	2.28	*	*	*	*	*
Adjust seats and chairs	1.75	*	*	*	*	*
Set up public address systems	1.63	*	*	*	*	*
Adjust public address systems	1.32	*	*	*	*	*
Raise and lower desks	1.23	*	*	*	*	*
Set up audio visual equipment	0.76	*	*	*	*	*
Maintain audio visual equipment	0.62	*	*	*	*	*
Set up convention and sales displays	0.48	*	*	*	*	*
Post signs for advertising	0.38	*	*	*	*	*
Decorate rooms for social gatherings	0.29	*	*	*	*	*

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[a] This cluster based on rational judgment.

Task Clusters	Mean Frequency Scores					
	Occupation					
	Custodian	Hmkr./Hm. Health Aide	Hotel/Motel Hskg. Aide	Nursing Hm. Hskg. Aide	Hospital Hskg. Aide	Residential Maid
Miscellaneous (non-clustered) Tasks						
Identify time, money, property, space and ability available to do the job	*	2.21	1.34	1.39	*	*
Operate within available family finances	*	2.62	1.19	1.19	*	*
Provide companionship and compassion for adults	*	2.55	1.00	1.94	*	*
Assist with mending	*	2.00	1.23	1.19	*	*
Guide and direct appropriate family members in assuming various tasks	*	1.72	1.04	1.22	*	*
Clean laundry storage areas	*	*	*	*	1.62	1.81
Receive complaints for repairs needed in rooms	3.33	*	*	*	*	*
Organize storerooms	2.30	*	*	*	*	*
Supervise night events	1.78	*	*	*	*	*
Do routine painting	1.15	*	*	*	*	*
Clean elevators	0.58	*	*	*	*	*
Check attendance at noon lunch hour	0.38	*	*	*	*	*
Collect fees at noon lunch hour	0.18	*	*	*	*	*

AREAS CLEANED BY HOSPITAL HOUSEKEEPING AIDES

Areas Cleaned (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
Patient rooms	3.84
Public bathrooms	3.18
Utility closet containing cleaning equipment	3.07
Lounges	3.07
Dismissal unit	2.87
Offices	2.50
Lobby	2.05
Labor room	1.99
Isolation unit	1.93
Corridors	1.88
Nursery	1.87
Delivery room	1.76
Emergency room	1.68
X-Ray room	1.66
Kitchen	1.55
Lab	1.46
Elevators	1.46
Stairs	1.33
Operating room	1.13
Chapel	.93
Pantry	.80

AREAS CLEANED BY RESIDENTIAL MAIDS

Task Clusters (Arranged in descending order of mean frequency scores)	Performance Rate of Tasks
Living room	3.61
Dining room	3.59
Bedroom	3.59
Bathroom	3.58
Family room	3.58
Home office or den	3.44
Stairway	3.44
Kitchen	3.39
Entry way	3.28
Laundry area	3.13
Utility room	3.12
Nursery	2.67
Basement	2.60
Closets	2.47
Patio	1.89
Breezeway	1.21
Screened-in porch	1.20
Garage	1.13

APPENDIX E: ALTERNATIVE JOB TITLES BY OCCUPATIONS

DISTRIBUTION OF JOB TITLES

The titles that were reported by respondents resulted in a very varied list. These were grouped into major categories under each occupation and are shown in the following list.

Executive Housekeeper

Executive housekeeper
Supervising housekeeper
Administrative housekeeper
Head housekeeper
Housekeeper
Maintenance director

Custodian

Custodian
First class stationary engineer
Building and grounds supervisor
Maintenance supervisor
Plant superintendent
Building engineer
Boiler operator
Janitor

Residential Maid

Residential maid
Maid
Housekeeper

Hospital Housekeeping Aide

Hospital housekeeping aide
Hospital maid
    Specialized duties:
        Orderlies
        Surgical housekeeper